

Appendix C

January 2020
MOSES 37.1

HIGHLIGHTS

Job Seeker Services	page 4
Job Seeker Barriers	page 9
Job Seeker General Services	page 16
Job Seeker Employment Tab	page 41
Job Seeker Testing Tab	page 51
Employer Services	page 83
Acronyms	page 92

Definition of Terms

Job Seeker Services

The Job Seeker that arrives at the One Stop Career Center (OSCC) will complete either a Basic or Full Membership. The Basic Membership simply allows the OSCC to capture data on those customers who take a self-directed approach to workforce attachment. Full Membership allows the OSCC staff to capture and designate services that a customer receives at any OSCC across the Commonwealth.

BASIC TAB

On the Basic membership tab MOSES presents a box titled **Programs**. Following is a brief description of those programs.

Basic Tab – Sex

<u>Term</u>	<u>Definition</u>
Male	To be used when a constituent chooses to identify that they are male.
Female	To be used when a constituent chooses to declare that they are female.
Nonbinary	Nonbinary describes a person who does not identify exclusively as a man or a woman. Non-binary people may identify as being both a man and a woman, somewhere in between, or as falling completely outside these categories. While many also identify as transgender, not all non-binary people do.
Chose not to answer	To be used when a constituent chooses not to disclose their gender.

Basic Tab – Programs Section

Basic Tab – Programs Section

Term

Definition

Career Planning

Career Planning is a method of providing job seeker customers with a formal, structured plan of action designed specifically to identify an appropriate occupational goal and to develop a schedule of services that will empower them to overcome or mitigate any barriers to attaining their goal. (Employment, and / or education attainment.)

Clicking on this box will indicate program enrollment.

DTA Skills Education

A program to provide training services to current and certain former recipients of TAFDC. **Program enrollment will be enabled after potential eligibility determination is completed.**

(Department of Transitional Assistance: Massachusetts department managing welfare/public assistance programs.)

Job Corps

A program of intensive employment and training services provided to eligible youth, usually operated in a group setting at a residential center. **Clicking on this box will indicate program enrollment.**

JSJR

A program to assist DTA customers in finding employment. *(Department of Transitional Assistance: Massachusetts department managing welfare/public assistance programs.)*

Mass Rehab (Massachusetts Rehabilitation Commission (MRC))

A program to provide employment services to MRC customers. **Clicking on this box will indicate program enrollment.**

MCB (Massachusetts Commission for the Blind)

A program to provide employment service to MCB customers. **Clicking on this box will indicate program enrollment.**

Rapid Response

A program of on-site re-employment activities provided by the State Rapid Response Team to laid-off workers resulting from permanent closures, mass lay-off, or natural disasters. **Clicking on this box will indicate program enrollment.**

RES (Reemployment Services)

A program of on-site re-employment activities. **Clicking on this box will indicate program enrollment.**

RESEA

A program of on-site re-employment activities. **Clicking on this box will indicate program enrollment.**

Basic Tab – Programs Section

Term

Definition

School to Work

School-to-work program is referring to on-the-job training, apprenticeships, cooperative education agreements or other programs designed to prepare students to enter the job market. School to Work is a system to introduce the philosophy of school-based, work-based, and connecting activities as early as kindergarten to expose students to potential future careers. School to Work emphasizes lifelong learning. School to Work is funded and sponsored at the federal level by the U.S. Department of Labor and U.S. Department of Education. STW is part of a comprehensive education reform movement which includes formulating new standards which emphasize higher order thinking skills, new standards based assessments, and graduation exams, such as the Certificate of Initial Mastery which insure that students are ready for job training or college prep by age 16.

SCSEP

A program to provide employment service to SCSEP customers. **Clicking on this box will indicate program enrollment.**

Section 30

A program that allows eligible UI claimants to waive work search and work availability requirements while in approved training program. **Program enrollment will be enabled after potential eligibility determination is completed.**

Trade TAA/NAFTA (Trade Adjustment Assistance/North American Free Trade Agreement)

A program to provide training and potential monetary benefits to customers who have been impacted by Trade agreements. **Program enrollment will be enabled after potential eligibility determination is completed.**

Veterans

The Department of Labor's **Veterans' Employment and Training Service (VETS)**, through cooperative efforts with, and grants to, each state, offers employment and training services to eligible veterans. Veterans enrolled in this program will have this box checked upon verification of their dd214.

WIOA Title I - Adult (Workforce Innovation and Opportunity Act)

Economically Disadvantaged person over 18 years of age

WIOA Title I - Dislocated Worker (Workforce Innovation and Opportunity Act)

A dislocated worker is one who has been laid off his or her job or has gone back to work at a substantially reduced rate (underemployed)

Basic Tab – Programs Section

Term

Definition

**WIOA Title I - Youth
(Workforce Innovation and
Opportunity Act)**

This Grant is for persons between the ages of 14 and 24 who are economically disadvantaged or lack basic skills necessary to achieve a diploma or get a job

WIA Title II Adult Education

A program to provide workplace and educational services to WIA Title II eligible customers. **Program enrollment will be enabled after potential eligibility determination is completed.**

FULL TAB – MIGRANT FARM WORKER / PROCESSOR

On the Full membership tab MOSES requires information on a customer's Migrant status. The following provides a guide for the MOSES user on how to establish Migrant status.

NOTE: "MSFW" shall mean: a seasonal farm worker, a migrant farm worker, and/or a migrant food processing worker

Full Tab – General Information Sub Tab

<u>Term</u>	<u>Definition</u>
Seasonal Farm Worker, Non Migrant	A person who during the proceeding 12 months worked at least an aggregate of 25 days or more in agriculture, earned at least 50% of his / her income from farm work, and was not employed in farm work year round by the same employer.
Migrant Farm Worker	A Seasonal Farm worker who had to travel to do the farm work so that he/she was unable to return to his/her permanent residence within the same day. <u>Full-time students traveling in organized groups rather than with their families are excluded.</u>
Migrant Food Processor	A person who during the preceding 12 months has worked at least an aggregate of 25 or more days or parts of days in which some work was performed in food processing, earned at least half of his/her r earned income from processing work and was not employed in food processing year round by the same employer, provided that the food processing required travel such that the worker was unable to return to his/her permanent residence in the same day. <u>Migrant food processing workers who are full-time students but who travel in organized groups rather than with their families are excluded.</u>

FULL TAB - **BARRIERS**

Barriers (Employment Barriers)

Potential barriers to employment that the customer has self-identified.

(For more guidance please see WIA Issuance 07-77 & WIA Issuance 05-74).

Full Tab – Barriers (Employment Barriers)

<u>Term</u>	<u>Definition</u>
Below Grade Level	<p>BASIC SKILLS DEFICIENT, BASIC LITERACY SKILLS DEFICIENT *– an individual youth or adult who computes or solves problems, reads, writes, or speaks English</p> <ul style="list-style-type: none">• at or below their age appropriate grade level (if less than ninth grade age), or• at or below grade level 8.9 on a generally accepted standardized test or a comparable score of a criterion-referenced test; or• is unable to compute or solve problems, read, write or speak English at a level necessary to function on the job, in the individual’s family or in society. <p><i>*This definition was adopted by the WIA Youth Subcommittee and approved by the WIA Steering Committee, giving further definition to the one found at §101(4).</i></p>
DCF Youth	<p>This Non-Eligibility Barrier for Youth is a sub-set of the <u>Foster Child</u> Eligibility Barrier. If the <u>DSS Youth</u> Barrier is checked off, an explanation must be included on the Barrier Notes. First, the name of the barrier (<u>DSS Youth</u>) must be listed and what criteria were used to make this determination and where this information is located must be included. Also, please enter the date the note was created and the initials of the individual who entered the note. <u>DSS Youth</u> can be documented by Telephone Verification using the Telephone Verification Form, as per WIA Issuance 05-74.</p>

Full Tab – Barriers (Employment Barriers)

Term

Definition

Displaced Homemaker

DISPLACED HOMEMAKER – §101(10); §663.120 - an individual who has been providing unpaid services to family members in the home and who;

- (A) has been dependent on the income of another family member but is no longer supported by that income, and
- (B) is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

DYS Youth

DYS Youth: This Non-Eligibility Barrier for Youth is a sub-set of the **Foster Child** Eligibility Barrier. If the **DYS Youth** Barrier is checked off, an explanation must be included on the Barrier Notes. First, the name of the barrier (**DYS Youth**) must be listed and what criteria were used to make this determination and where this information is located must be included. Also, please enter the date the note was created and the initials of the individual who entered the note. **DYS Youth** can be documented by Telephone Verification using the Telephone Verification Form, as per WIA Issuance 05-74.

Financial

To be defined by the local workforce area.

Health

To be defined by the local workforce area.

Housing

To be defined by the local workforce area.

Labor Market Discrimination / Cultural Barrier

To be defined by the local workforce area.

Lack of Childcare / Eldercare

To be defined by the local workforce area.

Lack of Credentials, Certification, Licensing

To be defined by the local workforce area.

Lack of Marketable / Occupational Skills

To be defined by the local workforce area.

Lack of Self-Sufficiency

Lack of Self-Sufficiency – The local board must set the criteria for determining whether employment leads to self-sufficiency. At a minimum, such criteria must provide that self-sufficiency means employment that pays at least the lower living standard income level. Self-sufficiency for a dislocated worker may be defined in relation to a percentage of the layoff wage. §663.230

Full Tab – Barriers (Employment Barriers)

Term

Definition

Lack of Transportation	To be defined by the local workforce area.
Legal	To be defined by the local workforce area.
Limited Basic Educational Skills	To be defined by the local workforce area.
Limited Job Search Skills	To be defined by the local workforce area.
Other	To be defined by the local workforce area.
Probation / Court Involvement	To be defined by the local workforce area.
Substance Abuse	To be defined by the local workforce area.
Underemployed	UNEMPLOYED INDIVIDUAL – an individual who is without a job and who wants and is available for work. §101(47)
Work History (limited, gaps, none, etc...)	To be defined by the local workforce area.

Barriers (Eligibility Barriers)

Potential Employment Barriers that may result in Eligibility into various federally funded programs. They are identified as Eligibility Barriers. Documentation to substantiate the customer's claim of eligibility is required; see Issuances for more detailed instructions.

(For more guidance please see WIA Issuance 07-77 & WIA Issuance 05-74).

Full Tab – Barriers (Eligibility Barriers)

<u>Term</u>	<u>Definition</u>
Disability	DISABILITY – §101(17) - an individual with any disability (as defined in section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102)).
Foster Child	FOSTER CHILD – any youth under the age of eighteen (18) who is placed into substitute care under the legal responsibility of the Massachusetts Department of Social Services (DSS). The term “substitute care” means the provision of planned, temporary twenty-four hour a day care when the parent or principal caretaker is unable or unavailable to provide care on a daily basis. “Substitute care” encompasses the provision of foster care, community residential care and supervised independent living (110CMR 2.00(49)). This definition of foster child may include children who are: <ul style="list-style-type: none">(A) receiving services from the Massachusetts DSS pursuant to a voluntary placement agreement; or(B) placed in the custody of the Massachusetts DSS through a court order (including a court order arising and of a Child in Need of Services (CHINS) petition) or through an adoption surrender.
Homeless	HOMELESS – pursuant to the Stewart B. McKinney Homeless Act, an individual who lacks a fixed, regular, and adequate nighttime residence. It also includes persons whose primary nighttime residence is either: <ul style="list-style-type: none">(A) a supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill),(B) an institution that provides a temporary residence for individuals intended to be institutionalized, or(C) a public or private place not designed for, or ordinarily used as, a regular sleeping accommodations for human beings.

Full Tab – Barriers (Eligibility Barriers)

Term

Definition

Low Levels of Literacy

BASIC SKILLS DEFICIENT, BASIC LITERACY SKILLS DEFICIENT *– an individual youth or adult who computes or solves problems, reads, writes, or speaks English

- at or below their age appropriate grade level (if less than ninth grade age), or
- at or below grade level 8.9 on a generally accepted standardized test or a comparable score of a criterion-referenced test; or
- is unable to compute or solve problems, read, write or speak English at a level necessary to function on the job, in the individual's family or in society.

**This definition was adopted by the WIA Youth Subcommittee and approved by the WIA Steering Committee, giving further definition to the one found at §101(4).*

Offender / Subject to Justice System

OFFENDER –any adult or juvenile who has been subject to any stage of the criminal justice process for whom services under WIA may be beneficial or who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction. §101(27)

Pregnant / Parenting Issues

PREGNANT/PARENTING YOUTH – a youth who is pregnant or providing custodial care for one or more dependents under age 18.

Runaway Youth

RUN-AWAY YOUTH – pursuant to the Runaway and Homeless Youth Act, an individual under 18 years of age who absents himself or herself from home or place of legal residence without permission of the parent(s) or legal guardian.

Youth Not Attending, but of Compulsory age

YOUTH NOT ATTENDING
– aa youth not attending school, but of compulsory age.

Full Tab – Barriers (Eligibility Barriers)

Term

Definition

Youth Requiring Additional Assistance

YOUTH REQUIRING ADDITIONAL ASSISTANCE
to complete an educational program, or to secure and hold employment (the sixth barrier). The definition of a youth that requires additional assistance will include an individual that:

- (A) is one or more grade levels below their age-appropriate grade level;* or
- has a disability, including a learning disability;* or
- (B) requires additional assistance as defined by the youth council and approved by the local board. (Long term unemployment may not be used as a criterion to meet this definition of eligible youth.)*

SERVICES TABS

When you press the Services tab on the Job Seeker Services menu, six more tabs will appear.

The six tabs under Services are:

- **General**
- **Employment**
- **Administrative**
- **Testing**
- **Course / Activity**
- **Youth Goals**

*Services on the Service Detail Drop-down List (DDL) that are Federal/OSCCAR Reportable Services will display in a **bold blue** font. There are some additional OSCCAR reportable services (mainly follow-up type services) that will not display in blue bold.*

General Services Tab

General services include services such as counseling, case management, follow-up, outcomes, and enhancements. These General Services refer to intensive services; services needed to help a Customer become job ready; and services provided to support program activities.

*Services on the Service Detail Drop-down List (DDL) that are Federal/OSCCAR Reportable Services will display in a **bold blue** font. There are some additional OSCCAR reportable services (mainly follow-up type services) that will not display in blue bold.*

Assessment

An **Assessment** is defined as a service which consists of an analysis of the level of knowledge, skills, and abilities that bears directly upon an individual's potential workforce attachment.

Category: Assessment/Test **Service Detail**

After-Exit Follow-up

After Exit Follow Up service is a valid service, but does not extend participation (see TEGL 17-05, section 6B – Point of Exit for Common Measures Reporting). It should be used to indicate a service has been delivered to a customer, *after* the customer has been considered exited from all programs.

Career Ready 101

An intensive, in-depth, formal evaluation of an individual's educational level CAREER READY 101

Comprehensive Assessment

An intensive, in-depth, formal evaluation of an individual's educational level, work history, vocational skills. It looks like this is now titled Educational Assessment.

Initial Assessment Interview

A first time, basic analysis of the strengths and weaknesses of an individual's educational level, work history, vocational skills, or identification of employment barriers and development of a plan (not necessarily written) to utilize identified strengths and to reduce identified weaknesses.

TORQ Usage

A first TORQ USAGE time, basic analysis of the strengths and weaknesses of an individual's educational level, work history,

Career Planning

Career Planning includes activities associated with the development of an individual service strategy leading to the attainment of an overall employment and/or training objective based on a review of an individual customer's assessment and/or work and education history.

Career Planning is a general model of managing customer activities that is made up of a series of interconnected steps by which a One-Stop Career Center staff person negotiates a program of services with an individual customer. Case management involves over all responsibility for planning, arranging, and providing services/activities. A definable order of actions is established and staff responsibilities are assigned. The assigned staff will be responsible for the following steps: planning, arranging, providing, overseeing, and recording

Category: Career Planning **Service Detail**

After-Exit Follow-Up	<i>After Exit Follow Up</i> service is a valid service, but does not extend participation (see TEGL 17-05, section 6B – Point of Exit for Common Measures Reporting). It should be used to indicate a service has been delivered to a customer, <i>after</i> the customer has been considered exited from all programs.
Assigned Case Manager	The point at which a One-Stop Career Center staff person has been assigned to provide on-going one-on-one personal assistance to an individual customer under a formal case management system as defined above. All customers who are selected for case management services who are determined eligible to receive services as a United States military veteran (or other eligible) will receive case management services from the local Disabled Veterans' Outreach Program (DVOP) specialist or the Local Veterans' Employment Representative (LVER).
Career Fair	Recorded for an individual customer's attendance at a formal, primarily informational group event for the specific purpose of exploring potential career choices.
Case Conference	Self-explanatory.
CMAP (Job Search Plan)	Recorded for creation of a written employability development plan that is required for "Profiled" customers.
Computerized Career Search	Recorded for an individual customer's exploration of career information through computer-based technology.
Consultation With Other Agencies	Self-explanatory.
Developed Case Plan	Self-explanatory.

Category: Career Planning

Service Detail

EDP/IEP (Employability Development Plan/Individual Employment Plan)	Recorded for the development of a plan for a “non-profiled” job seeker that includes the necessary steps and timetables to achieve employment in a specific occupational, industry or geographic area.
Education Exploration (ABE, GED, ESL)	Recorded for a customer’s inquiry with regard to basic educational services undertaken in conjunction with attainment of the individual’s employment/career goal.
Education Exploration (College)	Recorded for a customer’s inquiry with regard to educational services beyond the high school/GED level undertaken in conjunction with attainment of the individual’s employment/career goal.
ISS / CDP	Recorded for an individual customer’s Individual Service Strategy / Career Development Plan.
Obtained Signature for Plan	Self-explanatory.
Received Case Management Services	All customers included in the “ASSIGNED CASE MANAGER” will be recorded as having “RECEIVED CASE MANAGEMENT SERVICES” upon receipt of any counseling, supportive service referral, job development contact, job referral, job placement, training referral, training placement, vocational/occupational guidance, or any combination of these, or any other, services coordinated by an assigned case manager. “Veterans” will be recorded as having “received case management services” upon receipt of the above mentioned services coordinated by an assigned DVOP or LVER case manager.

Counseling

Counseling is the process whereby career center staff assist customers (either individually or in groups) to gain a better understanding of themselves related to their workforce attachment including, but not limited to, career and/or training exploration, change or adjustment, or identification of any barriers to the attainment of their employment goals.

Category: Counseling

Service Detail

Category: Counseling

Service Detail

After-Exit Follow-Up	<i>After Exit Follow Up</i> service is a valid service, but does not extend participation (see TEGL 17-05, section 6B – Point of Exit for Common Measures Reporting). It should be used to indicate a service has been delivered to a customer, <i>after</i> the customer has been considered exited from all programs.
EAS Exit Conference	Recorded upon completion of a status review session for EAS participants that is conducted during the period between the time the individual has received a job offer from an employer and the time the individual is to actually begin the job. The session covers relevant post-employment information/assistance and available post-employment/upgrade services.
Family Counseling	Recorded for session involving the resolution of issues related to family dynamics.
Financial Counseling	Recorded for sessions involving the resolution of issues related specifically to an individual's personal or family finances.
Group Employment Counseling	Recorded for a session in which the individual customer participates as part of a group to work toward the resolution of employment related issues.
Individual Career / Employment Counseling	Recorded for a one-on-one session with an individual customer involving the resolution of employment related issues.
Legal Counseling	Recorded for sessions involving the resolution of issues that are primarily of a statutory nature.
Mental Health Counseling	Recorded for sessions involving the resolution of issues related to an individual's mental state.
Personal Counseling	Recorded for sessions involving the resolution of non-employment related issues of an individual nature.
Referred To Educational Services	Recorded for the referral of a customer to a program or course designed to develop competency in basic educational skills such as reading, comprehension, mathematics, writing, speaking and reasoning and/or programs leading to educational credentials such as a GED or high school diploma or college degree.

Category: Counseling
Service Detail

Referred To Supportive Services	Recorded for the referral of a customer to a service designed to assist the individual to achieve physical, mental, social or economic well being and reduce or eliminate barriers to employment.
Referred To Training	Recorded for the referral of a customer to a program or course of instruction designed to develop a skill (or set of skills) specific to a particular occupation. Applies particularly to veterans referred to a skill training program supported with federal funds.
Supportive Services Exploration	To be recorded for the provision of information specific to the availability of supportive services.
Training Exploration	Recorded for the provision of assistance to an individual with a general need for current skill enhancement or new skill acquisition.
Transition to Postsecondary Ed / Training	XXXXXXXXXXXXXXXXX .
Vocational Guidance	Recorded for the provision of a wide range of information, materials, and advice to customers (including veterans) that is intended to assist in a vocational decision by the customer regarding employment and training opportunities.

Education Rewards Loan Program

A program that provides loans through Massachusetts Educational Financing Authority (MEFA) for training in occupations with a high number of vacancies.

Category: Education Reward Loan Program
Service Detail

Additional Application Approved	Self-explanatory.
Additional Application Denied	Self-explanatory.
Additional Application Initiated	Self-explanatory.

Follow-Up (including WIOA Title I)

This is where Employment Follow Up services are recorded. (For all programs.)

WIOA Title I follow-up services **must be provided to all participating WIOA Title I customers** for a minimum of twelve (12) months after exit from program.

Category: Follow-Up (including WIOA Title I) **Service Detail**

Follow-Up – 1 Month	Self-explanatory.
Follow-Up – 2 Months	Self-explanatory.
Follow-Up – 3 Months	Self-explanatory.
Follow-Up – 4 Months	Self-explanatory.
Follow-Up – 5 Months	Self-explanatory.
Follow-Up – 6 Months	Self-explanatory.
Follow-Up – 7 Months	Self-explanatory.
Follow-Up – 8 Months	Self-explanatory.
Follow-Up – 9 Months	Self-explanatory.
Follow-Up – 10 Months	Self-explanatory.
Follow-Up – 11 Months	Self-explanatory.
Follow-Up – 12 Months	Self-explanatory.

Job Development

Job Development is the solicitation of a job opening with an employer on behalf of an individual job seeker or a group of job seekers for whom a career center has no suitable job listing on file.

Category: Job Development **Service Detail**

Category: Job Development

Service Detail

After-Exit Follow-Up	<i>After Exit Follow Up</i> service is a valid service, but does not extend participation (see TEGL 17-05, section 6B – Point of Exit for Common Measures Reporting). It should be used to indicate a service has been delivered to a customer, <i>after</i> the customer has been considered exited from all programs.
Group Job Development	Solicitation of a job opening with an employer on behalf of an multiple job seeker customers for whom a career center has no suitable job listing on file.
Individual Job Development	Solicitation of job openings with an employer on behalf of individual job seeker customer for whom a career center has no suitable job listing on file.

Job Search

Job Search includes the activities and/or services designed to assist customers to plan and carry out a successful job hunting strategy.

Category: Job Search

Service Detail

After-Exit Follow-Up	<i>After Exit Follow Up</i> service is a valid service, but does not extend participation (see TEGL 17-05, section 6B – Point of Exit for Common Measures Reporting). It should be used to indicate a service has been delivered to a customer, <i>after</i> the customer has been considered exited from all programs.
Automated Labor Exchange	Recorded for a customer's use of a technology-based labor exchange system to conduct a personal job search.
Cover Letter Preparation	Self-explanatory.
Employer Interview(s)	Recorded for a face-to-face session between a job seeker customer and an employer for a specific job.
Employer Visit(s)	Recorded for a customer's on-site session at an employer's site for any job-related purpose other than a job interview.
Individual Assistance	Recorded for one-on-one staff directed job search assistance to support a customer in overall job search activities.
Interviewing Skills	Self-explanatory.

Category: Job Search
Service Detail

Job Club/Pen (Professional Employment Network)	Recorded for a customer's participation in a group session that includes all the elements of a Job Search WORKSHOP (see below) plus a period of structured application when the participants attempt to obtain jobs.
Job Fair	Recorded for a customer's attendance at a formal group event for the purpose of exploring specific job openings available with participating employers.
Job Order Search With Local Office Contact	Recorded for a Job Order search conducted on behalf of an individual customer for possible jobs for which that customer has indicated, through contact with the One-Stop Career Center system, his/her availability for referral.
Job Search With No Local Office Contact	Recorded for a Job Order search conducted on behalf of an individual customer who is on file as an "active" job seeker. This search is initiated by Career Center (staff) without the stimulus of any contact on the part of the individual job seeker.
Job Search Planning	Recorded for activity related to the development of a plan (not necessarily a written plan) that includes the necessary steps and timetables for a customer to achieve employment in a specific occupational, industry or geographic area.
Labor Market Info – Self Directed	Recorded when staff does NOT assist customer in doing Labor Market research.
Labor Market Info – Staff Assisted	Recorded when staff does assist customer in doing Labor Market research.
Networking Strategies	Self-explanatory.
Off-Site Job Search	Recorded for any activities conducted for the purpose of advancing an individual's ability to find employment (such as researching and obtaining occupational information, networking to obtain job leads, forwarding a resume in response to job leads, or completing assignments associated with job readiness issues) that takes place outside the Career Center, but does not include an EMPLOYER INTERVIEW or an EMPLOYER VISIT.
Resource Room/Self Directed	Recorded for a customer's individual use of a Career Center's resource room and/or computers in support of his/her job search without assistance from a staff person. Examples include: Automated Job Matching, personal computers, internet access, fax machine, videos, Mass Career Information System (CIS), etc.

Category: Job Search

Service Detail

Resource Room/Staff Assisted	Recorded for a customer's use of a Career Center's resource room and/or computers in support of his/her job search with assistance from a staff person. For example, Automated Job Matching, personal computers, internet access, fax machine, videos, Mass Career Information System (CIS), etc.
Resume Preparation	Recorded for the provision of <i>individualized</i> assistance regarding the content, format, and development of a suitable curriculum vitae and cover letters.
Salary Negotiations	Self-explanatory.
Training Fair	Self-explanatory.
TORQ Usage	Self-explanatory.
Workshop	Recorded for a customer's participation in an organized group activity designed to enhance participants' employability skills through instruction on a specific aspect of each individual's job search strategy. These may include: interviewing skills, resume development, application preparation, job lead development, basic software applications overview, etc.
Written Correspondence	Self-explanatory.

JSJR Initial Assessment

JSJR Initial Assessment	An employment program run by the Department of Transitional Assistance	Job Search Job Ready is DTA's employment program. DTA is the name for Massachusetts department managing welfare/public assistance programs.
--------------------------------	-------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------

Category: JSJR Initial Assessment

Service Detail

Job Ready	Self-explanatory.
------------------	-------------------

JSJR Returned to DTA / Exit Reason

JSJR Return to	Used to document not Job Ready customers in the	Job Search Job Ready is DTA's employment program. This section is used to document not Job Ready customers. DTA is the name for
-----------------------	--------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------

DTA / Exit Reason	Department of Transitional Assistance program	Massachusetts department managing welfare/public assistance programs.
--------------------------	------------------------------------------------------	-----------------------------------------------------------------------

Category: JSJR Returned to DTA/ Exit Reason
Service Detail

Entered Advance Training	Self-explanatory.
Exempted	Self-explanatory.
Health / Medical	Self-explanatory.
Housing Issues	Self-explanatory.
Lost Child care	Self-explanatory.
Moved From Area	Self-explanatory.
Non-Participation	Self-explanatory.
Not Job ready	Self-explanatory.
Time Limit Expiration	Self-explanatory.

ORIENTATION

ORIENTATION		
--------------------	--	--

Category: Orientation
Service Detail

Career Center Services / Events / Programs	Self-explanatory.
Notified of EEO Rights / Complaint Process	Self-explanatory.
TAA / NAFTA Orientation	Self-explanatory.
Transitional Assistance Program (TAP)	Self-explanatory.

Outcomes/Enhancements

Outcome/Enhancements is a record of the results, accomplishments or reasons for program exit for an individual customer who has been enrolled/entered in a Title I or Welfare-to-Work program and who has terminated from the program. (An Outcome/ Enhancement service is required in the Job Seeker record to be able to exit a customer from a program.)

Category: Outcomes/Enhancements

Service Detail

Attained: AA or AS Diploma / Degree (Certificate)	Self-explanatory.
Attained: BA or BS Diploma / Degree (Certificate)	Self-explanatory.
Attained: Occupational Skills Certificate (Certificate)	Self-explanatory.
Attained: Occupational Skills License (Certificate)	Self-explanatory.
Attained: Other Credential (Certificate)	Self-explanatory.
Attained: GED/HS Equivalency (Certificate)	Self-explanatory.
Attained HS Diploma (Certificate)	Self-explanatory.
Attending Alternative School at Exit	Self-explanatory.
Attending Secondary School at Exit	Self-explanatory.
Cannot Locate	Self-explanatory.
Completed NPA Food Stamp Monthly Req.	Self-explanatory.
Deceased	Self-explanatory.

Category: Outcomes/Enhancements

Service Detail

Entered Advanced Training	An Occupational Skills Employment/Training Program, outside of the WIA One-Stop and Partner system, which does not duplicate training received under Title I and that does not lead to an Academic Degree (which is reported as entered post-secondary education)
Entered Military Service	Self-explanatory.
Entered Post-Secondary Education	Self-explanatory.
Entered Qualified Apprenticeship	Program approved and recorded, through a certified registration or written credential by the DOL ETA/Bureau of Apprenticeship Training or by a recognized by a State Apprenticeship Agency.
Family Care	The individual has exited from services due to family/child care issues.
Health/Medical	The individual has exited from service due to health/medical reasons.
Institutionalized	Self-explanatory.
Lacks transportation	Self-explanatory.
Lost Child Care	Self-explanatory.
Met All Program Goals	Self-explanatory.
Moved from area	Self-explanatory.
NCRC – Bronze	National Career Readiness Certificate – Bronze Level.
NCRC – Gold	National Career Readiness Certificate – Gold Level.
NCRC – Platinum	National Career Readiness Certificate – Platinum Level.
NCRC – Silver	National Career Readiness Certificate – Silver Level.
Other, Services Completed	The individual has exited from services for reasons otherwise listed, but has <i>completed</i> his/her intended plan of service.

Category: Outcomes/Enhancements

Service Detail

Other, Services Not Completed	The individual has exited from services for reasons otherwise listed, but <i>did not complete</i> his/her intended plan of service.
Relocated to Mandated Residential Program	Self-explanatory.
Reservist called to active duty	Self-explanatory.
Retired	Self-explanatory.
Substance Abuse or Dependence	Self-explanatory.
Transfer	Self-explanatory.

Skills Remediation

Category: Skills Remediation

Service Detail

WKC / CR 101 Learning Modules	Self-explanatory.
WKC / CR 101 Other Activity	Self-explanatory.

Status Update

Category: Status Update

Service Detail

Failed To Attend Event	Self-explanatory.
Leave Upgrade	Self-explanatory.
Rescheduled Event	Self-explanatory.
Work Test Failed – Failed to Report	Self-explanatory.

Category: Status Update
Service Detail

Work Test Failed – Refused Referral	Self-explanatory.
------------------------------------------------	-------------------

Supportive Services Referral

Supportive Services are those rehabilitative, welfare, financial, remedial or other services that are determined to be necessary to enable an individual to participate in career center employment and training activities.

Category: Supportive Services Referral
Service Detail

Adult and Community Learning Services (ACLS)	XXXXXXXXXX
Auxiliary Aids	Self-explanatory.
Bonding Assistance	Self-explanatory.
Child/Dependent Care	Self-explanatory.
Drug/Alcohol Services	Self-explanatory.
Emergency Financial Assistance	Self-explanatory.
Equipment/Clothing	Self-explanatory.
Food Bank Services	Self-explanatory.
Fuel Assistance	Self-explanatory.
Health/Medical	Self-explanatory.
Health/ Stress Management	Self-explanatory.
Housing / Rental Payments	Self-explanatory.
Job Corps	Self-explanatory.

Category: Supportive Services Referral

Service Detail

Massachusetts Commission for the Blind (MCB)	Self-explanatory.
Massachusetts Rehab Commission (MRC)	Self-explanatory.
Meals	Self-explanatory.
Other	Self-explanatory.
Referred From VA Vocational Rehab	Self-explanatory.
Referred To VA Vocational Rehab	Self-explanatory.
Relocation Assistance	Self-explanatory.
Senior Community Services Employment Program (SCSEP)	Self-explanatory.
Transportation	Self-explanatory.
Veterans Assistance	Self-explanatory.

Supportive Services

Supportive Services are those rehabilitative, welfare, financial, remedial or other services that are determined to be necessary to enable an individual to participate in career center employment and training activities.

Category: Supportive Services

Service Detail

After-Exit Follow-Up	<i>After Exit Follow Up</i> service is a valid service, but does not extend participation (see TEGL 17-05, section 6B – Point of Exit for Common Measures Reporting). It should be used to indicate a service has been delivered to a customer, <i>after</i> the customer has been considered exited from all programs.
Auxiliary Aids	Self-explanatory.

Category: Supportive Services
Service Detail

Bonding Assistance	Self-explanatory.
Child/Dependent Care	Self-explanatory.
Drug/Alcohol Services	Self-explanatory.
Emergency Financial Assistance	Self-explanatory.
Equipment/Clothing	Self-explanatory.
Food Bank Services	Self-explanatory.
Fuel Assistance	Self-explanatory.
Health/Medical	Self-explanatory.
Health/ Stress Management	Self-explanatory.
Housing / Rental Payments	Self-explanatory.
Job Corps	Self-explanatory.
Meals	Self-explanatory.
Needs Related Payment	Self-explanatory.
Other	Self-explanatory.
Referred From VA Vocational Rehab	Self-explanatory.
Referred To VA Vocational Rehab	Self-explanatory.
Relocation Assistance	Self-explanatory.
TRA Additional Benefits	Self-explanatory.
TRA Remedial Benefits	Self-explanatory.
Transportation	Self-explanatory.

Category: Supportive Services
Service Detail

Veterans Assistance	Self-explanatory.
---------------------	-------------------

Training - Completed

Training Completed is recorded when an individual customer who has been “enrolled” and “entered” in an education, training or work experience program or activity, has fulfilled the planned sequence of associated instruction or learning activities.

Category: Training - Completed
Service Detail

EAS / DTA Course	Self-explanatory.
Job Corp Course	Self-explanatory.
OJT Course	Self-explanatory.
Other Federal Course	Self-explanatory.
Other State / Local Course	Self-explanatory.
Section 30 Course	Self-explanatory.
TAA / NAFTA Course	Self-explanatory.
Title I Course	Self-explanatory.
Title II Course	Self-explanatory.
Veterans Technical Course	Self-explanatory.
WTW Course	Self-explanatory.

Training-Did Not Complete

Training-Did Not Complete is recorded when an individual customer, who has been “enrolled” and “entered” in an education, training or work experience program or activity, did not fulfill the planned sequence of instruction or learning activities.

Category: Training – Did Not Complete

Service Detail

EAS / DTA Course	Self-explanatory.
Job Corp Course	Self-explanatory.
OJT Course	Self-explanatory.
Other Federal Course	Self-explanatory.
Other State / Local Course	Self-explanatory.
Section 30 Course	Self-explanatory.
TAA / NAFTA Course	Self-explanatory.
Title I Course	Self-explanatory.
Title II Course	Self-explanatory.
Veterans Technical Course	Self-explanatory.
WTW Course	Self-explanatory.

Training Entered

Training Entered is recorded at the point an individual customer, who has been previously “enrolled” in a program, begins participation in those education, training or work experience activities specific to that program.

Category: Training - Completed **Service Detail**

EAS / DTA Course	Self-explanatory.
Job Corp Course	Self-explanatory.
OJT Course	Self-explanatory.
Other Federal Course	Self-explanatory.
Other State / Local Course	Self-explanatory.
Section 30 Course	Self-explanatory.

Category: Training - Completed
Service Detail

TAA / NAFTA Course	Self-explanatory.
Title I Course	Self-explanatory.
Title II Course	Self-explanatory.
Veterans Technical Course	Self-explanatory.
WTW Course	Self-explanatory.

UI Issue

Category: UI Issue
Service Detail

Notified UI of Potential Issue	Self-explanatory.
---------------------------------------	-------------------

Vouchers

(insert)

Category: Vouchers
Service Detail

DTA Post Placement	Self-explanatory.
Issued Conditional WOTC Certification	Self-explanatory.
Issued Conditional WTW Certification	Self-explanatory.

Outcomes/Enhancements: RETENTION

RETENTION

Retention must be recorded for each exited youth, except those with an Outcome of “Attending Secondary School at Exit”. Recording retention status documents the activities in which the youth is participating after exit. It is

recommended that retention be recorded monthly. At a minimum, retention should be recorded in MOSES in the 3rd, 6th, 9th, and 12th month from the date the Outcome/Enhancement service was recorded.

Category: Outcomes/Enhancements: RETENTION

<u>Category Detail</u>	<u>Service Detail</u>	
Retention- 1 Month	Not Retained	Self-explanatory.
Retention- 1 Month	Retained	Self-explanatory.
Retention- 1 Month	Retained in Advanced Training	Self-explanatory.
Retention- 1 Month	Retained in Military Service	Self-explanatory.
Retention- 1 Month	Retained in Post Secondary Education	Self-explanatory.
Retention- 1 Month	Retained in Qualified Apprenticeship	Self-explanatory.
Retention- 1 Month	Retained in Unsubsidized Employment	Self-explanatory.
Retention- 2 Months	Not Retained	Self-explanatory.
Retention- 2 Months	Retained	Self-explanatory.
Retention- 2 Months	Retained in Advanced Training	Self-explanatory.
Retention- 2 Months	Retained in Military Service	Self-explanatory.
Retention- 2 Months	Retained in Post Secondary Education	Self-explanatory.
Retention- 2 Months	Retained in Qualified Apprenticeship	Self-explanatory.
Retention- 2 Months	Retained in Unsubsidized Employment	Self-explanatory.
Retention- 3 Months	Not Retained	Self-explanatory.
Retention- 3 Months	Retained	Self-explanatory.
Retention- 3 Months	Retained in Advanced Training	Self-explanatory.

Category: Outcomes/Enhancements: RETENTION

<u>Category Detail</u>	<u>Service Detail</u>	
Retention- 3 Months	Retained in Military Service	Self-explanatory.
Retention- 3 Months	Retained in Post Secondary Education	Self-explanatory.
Retention- 3 Months	Retained in Qualified Apprenticeship	Self-explanatory.
Retention- 3 Months	Retained in Unsubsidized Employment	Self-explanatory.
Retention- 4 Months	Not Retained	Self-explanatory.
Retention- 4 Months	Retained	Self-explanatory.
Retention- 4 Months	Retained in Advanced Training	Self-explanatory.
Retention- 4 Months	Retained in Military Service	Self-explanatory.
Retention- 4 Months	Retained in Post Secondary Education	Self-explanatory.
Retention- 4 Months	Retained in Qualified Apprenticeship	Self-explanatory.
Retention- 4 Months	Retained in Unsubsidized Employment	Self-explanatory.
Retention- 5 Months	Not Retained	Self-explanatory.
Retention- 5 Months	Retained	Self-explanatory.
Retention- 5 Months	Retained in Advanced Training	Self-explanatory.
Retention- 5 Months	Retained in Military Service	Self-explanatory.
Retention- 5 Months	Retained in Post Secondary Education	Self-explanatory.
Retention- 5 Months	Retained in Qualified Apprenticeship	Self-explanatory.

Category: Outcomes/Enhancements: RETENTION

<u>Category Detail</u>	<u>Service Detail</u>	
Retention- 5 Months	Retained in Unsubsidized Employment	Self-explanatory.
Retention- 6 Months	Not Retained	Self-explanatory.
Retention- 6 Months	Retained	Self-explanatory.
Retention- 6 Months	Retained in Advanced Training	Self-explanatory.
Retention- 6 Months	Retained in Military Service	Self-explanatory.
Retention- 6 Months	Retained in Post Secondary Education	Self-explanatory.
Retention- 6 Months	Retained in Qualified Apprenticeship	Self-explanatory.
Retention- 6 Months	Retained in Unsubsidized Employment	Self-explanatory.
Retention- 7 Months	Not Retained	Self-explanatory.
Retention- 7 Months	Retained	Self-explanatory.
Retention- 7 Months	Retained in Advanced Training	Self-explanatory.
Retention- 7 Months	Retained in Military Service	Self-explanatory.
Retention- 7 Months	Retained in Post Secondary Education	Self-explanatory.
Retention- 7 Months	Retained in Qualified Apprenticeship	Self-explanatory.
Retention- 7 Months	Retained in Unsubsidized Employment	Self-explanatory.
Retention- 8 Months	Not Retained	Self-explanatory.
Retention- 8 Months	Retained	Self-explanatory.
Retention- 8 Months	Retained in Advanced Training	Self-explanatory.

Category: Outcomes/Enhancements: RETENTION

<u>Category Detail</u>	<u>Service Detail</u>	
Retention- 8 Months	Retained in Military Service	Self-explanatory.
Retention- 8 Months	Retained in Post Secondary Education	Self-explanatory.
Retention- 8 Months	Retained in Qualified Apprenticeship	Self-explanatory.
Retention- 8 Months	Retained in Unsubsidized Employment	Self-explanatory.
Retention- 9 Months	Not Retained	Self-explanatory.
Retention- 9 Months	Retained	Self-explanatory.
Retention- 9 Months	Retained in Advanced Training	Self-explanatory.
Retention- 9 Months	Retained in Military Service	Self-explanatory.
Retention- 9 Months	Retained in Post Secondary Education	Self-explanatory.
Retention- 9 Months	Retained in Qualified Apprenticeship	Self-explanatory.
Retention- 9 Months	Retained in Unsubsidized Employment	Self-explanatory.
Retention- 10 Months	Not Retained	Self-explanatory.
Retention- 10 Months	Retained	Self-explanatory.
Retention- 10 Months	Retained in Advanced Training	Self-explanatory.
Retention- 10 Months	Retained in Military Service	Self-explanatory.
Retention- 10 Months	Retained in Post Secondary Education	Self-explanatory.
Retention- 10 Months	Retained in Qualified Apprenticeship	Self-explanatory.

Category: Outcomes/Enhancements: RETENTION

<u>Category Detail</u>	<u>Service Detail</u>	
Retention- 10 Months	Retained in Unsubsidized Employment	Self-explanatory.
Retention- 11 Months	Not Retained	Self-explanatory.
Retention- 11 Months	Retained	Self-explanatory.
Retention- 11 Months	Retained in Advanced Training	Self-explanatory.
Retention- 11 Months	Retained in Military Service	Self-explanatory.
Retention- 11 Months	Retained in Post Secondary Education	Self-explanatory.
Retention- 11 Months	Retained in Qualified Apprenticeship	Self-explanatory.
Retention- 11 Months	Retained in Unsubsidized Employment	Self-explanatory.
Retention- 12 Months	Not Retained	Self-explanatory.
Retention- 12 Months	Retained	Self-explanatory.
Retention- 12 Months	Retained in Advanced Training	Self-explanatory.
Retention- 12 Months	Retained in Military Service	Self-explanatory.
Retention- 12 Months	Retained in Post Secondary Education	Self-explanatory.
Retention- 12 Months	Retained in Qualified Apprenticeship	Self-explanatory.
Retention- 12 Months	Retained in Unsubsidized Employment	Self-explanatory.

Employment Tab

The **Employment** tab is used to track activity related to employment. This tab records employment-related activities and services, such as call-ins, referrals, placement to a job, and follow up.

*Services on the Service Detail Drop-down List (DDL) that are Federal/OSCCAR Reportable Services will display in a **bold blue** font. There are some additional OSCCAR reportable services (mainly follow-up type services) that will not display in blue bold.*

Pre-Layoff Placement

Pre-Layoff Placement, use for a placement that is secured for a job seeker before a layoff from their current job has occurred.

Category: Pre-Layoff Placement **Service Detail**

After-Exit Follow-Up	Self-explanatory.
Self Directed	Self-explanatory.
Staff Assisted	Self-explanatory.

Call-In

Call-In, use to review a job order with a job seeker before making a referral.

Category: Call-In **Service Detail**

Failed to Respond	Self-explanatory.
Not Qualified	Self-explanatory.
Refused Referral	Self-explanatory.
Vetted / Pending Application Confirmation	Self-explanatory.

Found Employment

Found Employment, use when a job seeker found their own employment with no assistance in the last 90 days from the career center.

Service Type: Found Employment
Service Result

After-Exit Follow-Up

Self-explanatory.

**BEST Initiative
Employment**

Through the Building Essential Skills through Training (BEST) Initiative, the Commonwealth of Massachusetts pooled the talent, resources, and expertise of its education and training agencies to provide employers in various sectors with effective ways to improve productivity and the skills of their workforce. In 2001 research conducted by MassINC showed that nearly one-third of Massachusetts workers lack the literacy, education, and critical thinking skills needed to succeed in today's workplace. Employers report that lagging worker skills affect their productivity and success. Workers report that they lack opportunities for education and training to advance at their jobs. Over 2,700 workers received education, training, and career guidance, which led to significant wage increases. Participating companies reported gains in quality, retention, workplace morale, literacy, and communications skills. Supervisors reported improvement in participants' confidence levels and overall job performance, and managers learned how to better manage and motivate a more highly skilled workforce. This is used for placement in the BEST initiatives.

Self Directed

Indicates the individual pursued his/her job search without Career Center staff involvement.

Staff Assisted

Indicates the individual received service from staff, but not in a manner to allow "credit" for a **Hire** or an **Obtained Employment**.

Job Development Referral

Job Development Referral, use when you are referring the job seeker to an employer but there is not a current job order that fits the job seeker.

Service Type: Job Development Referral
Service Result

Service Type: Job Development Referral

Service Result

Hired	Indicates that the job seeker has accepted the employer's offer of employment and has entered work under conditions consistent with the " Placement " definition used for ETA 9002 reporting. Specifically: the referral was made by a Career Center staff person; a job order was prepared prior to referral <i>except</i> in the case of a job development contact on behalf of a specific job seeker; referral was arranged with the employer prior to the interview and offer of employment; the job seeker was not designated by the employer except for referrals to agricultural job orders for a specific crew leader or worker; the result was verified from a reliable source, preferably the employer; and that the result is recorded in MOSES.
Not Hired	Indicates that the employer did not offer the job seeker.
Pending	Indicates that a final decision has not been made.

Job Referral–Staff

Job Referral - Staff, use for normal referrals to job orders posted on MOSES.

Service Type: Job Referral-Staff

Service Result

Did Not Contact Employer	Self-explanatory.
Did Not Report to Interview	Self-explanatory.
Did Not Report to Work	Self-explanatory.
Filled Other	Indicates that another individual has filled the job opening.

Service Type: Job Referral-Staff

Service Result

Hired	Indicates that the job seeker has accepted the employer's offer of employment and has entered work under conditions consistent with the " Placement " definition used for ETA 9002 reporting. Specifically: the referral was made by a Career Center staff person; a job order was prepared prior to referral <i>except</i> in the case of a job development contact on behalf of a specific job seeker; referral was arranged with the employer prior to the interview and offer of employment; the job seeker was not designated by the employer except for referrals to agricultural job orders for a specific crew leader or worker; the result was verified from a reliable source, preferably the employer; and that the result is recorded in MOSES.
Information Not Available	Self-explanatory.
Interviewed	Indicates verification that the employer interviewed the job seeker.
Job Seeker Not Interested	Indicates the <i>job seeker</i> was not interested in the position.
Not Hired	Indicates that the employer did not offer employment to the job seeker.
Not Qualified	Self-explanatory.
Pending – Application Confirmed	Indicates that a final decision has not been made.
Refused Job	Indicates that the job seeker did not accept the employer's offer of employment.

Not Referred

Not Referred, use to indicate that the employer did not select the referred job seeker.

Service Type: Not Referred

Service Result

Employer Not Interested	Self-explanatory.
Job Seeker Not Interested	Self-explanatory.
Not Qualified	Indicates that OSCC staff has determined that the job seeker did not meet the requirements of the job.

Service Type: Not Referred

Service Result

Previous Referral	Indicates that the employer has hired or made an offer to hire a different individual.
--------------------------	----------------------------------------------------------------------------------------

Obtained Employment

Obtained Employment, use when a job seeker found their own employment with creditable assistance in the last 90 days from the career center.

Service Type: Obtained Employment

Service Result

After Receiving a Career Center Service	Self-explanatory.
After Rapid Response Services	Self-explanatory.
After Receiving Assistance with HWOL	Self-explanatory.
After Support Services	Supportive services provided by OSCC staff.
After-Exit Follow Up	Self-explanatory.
Obt. Emp After Auto Labor Exchange	Self-explanatory.
Obt. Emp After Bonding	Self-explanatory.
Obt. Emp After CC Seminar	Self-explanatory.
Obt. Emp After Counseling	Self-explanatory.
Obt. Emp After Empl. Dev Plan / IEP	Self-explanatory.
Obt. Emp After Job Club / Prof Network	Self-explanatory.
Obt. Emp After Job Search Workshop	Self-explanatory.

Service Type: Obtained Employment
Service Result

Obt. Emp After L.M. Info	Self-explanatory.
Obt. Emp After Resume Assistance	Self-explanatory.
Obt. Emp After Tax Credit	Self-explanatory.
Obt. Emp After Term Federal Training	Self-explanatory.
Obt. Emp After Term State/Local Training	Self-explanatory.
Obt. Emp After Testing	Self-explanatory.
Recalled to Former Employer	Self-explanatory.
Self Employment	Self-explanatory.

Employment: Follow-Up

Follow-Up

Allows the career center to document employment follow-up services in the Job Seeker record. (To assist in documenting employment retention.) This is considered Supplemental Wage data to validate employment.

Service Type: Employment: Follow-Up
Service Type Service Result

Follow-Up - Periodic	Employed	Self-explanatory.
Follow-Up - Periodic	Not Employed	Self-explanatory.
Follow-Up - 1 Month	Employed	Self-explanatory.
Follow-Up - 1 Month	Not Employed	Self-explanatory.
Follow-Up - 2 Months	Employed	Self-explanatory.
Follow-Up - 2 Months	Not Employed	Self-explanatory.

Service Type: Employment: Follow-Up**Service Type Service Result**

Follow-Up – 3 Months / Quarter 1 after Exit	Employed	Self-explanatory.
Follow-Up - 3 Months / Quarter 1 after Exit	Not Employed	Self-explanatory.
Follow-Up – 4 Months	Employed	Self-explanatory.
Follow-Up - 4 Months	Not Employed	Self-explanatory.
Follow-Up - 5 Months	Employed	Self-explanatory.
Follow-Up - 5 Months	Not Employed	Self-explanatory.
Follow-Up - 6 Months / Quarter 2 after Exit	Employed	Self-explanatory.
Follow-Up - 6 Months / Quarter 2 after Exit	Not Employed	Self-explanatory.
Follow-Up - 7 Months	Employed	Self-explanatory.
Follow-Up - 7 Months	Not Employed	Self-explanatory.
Follow-Up - 8 Months	Employed	Self-explanatory.
Follow-Up - 8 Months	Not Employed	Self-explanatory.
Follow-Up - 9 Months / Quarter 3 after Exit	Employed	Self-explanatory.
Follow-Up - 9 Months / Quarter 3 after Exit	Not Employed	Self-explanatory.
Follow-Up - 10 Months	Employed	Self-explanatory.
Follow-Up - 10 Months	Not Employed	Self-explanatory.
Follow-Up - 11 Months	Employed	Self-explanatory.
Follow-Up - 11 Months	Not Employed	Self-explanatory.
Follow-Up - 12 Months / Quarter 4 after Exit	Employed	Self-explanatory.
Follow-Up - 12 Months / Quarter 4 after Exit	Not Employed	Self-explanatory.

Administrative Tab

Administrative services can be added manually or added by MOSES automatically. Most of these include activities surrounding membership services and activities, feedback, and activities surrounding loss of contact. Many of the services posted to the **Administrative** sub tab are automatically posted services. For example, when you complete the job matching criteria for a Customer, a service will automatically post a service to the **Administrative** sub tab. An example of a manually posted Administrative service would be staff manually posting that a Customer has picked up his/her membership card or that attempts to contact the Customer did not result in a positive contact.

*Services on the Service Detail Drop-down List (DDL) that are Federal/OSCCAR Reportable Services will display in a **bold blue** font. There are some additional OSCCAR reportable services (mainly follow-up type services) that will not display in blue bold.*

Feedback

You can use Feedback to record comments from Job Seekers or Employers. These comments may be used to initiate changes and help maintain a high level of customer service.

Service Type: Feedback **Service Result**

Customer Left Feedback	Self-explanatory.
-------------------------------	-------------------

Activity Scheduling

Allows the career center to document scheduling services in the Job Seeker record.

Service Type: Activity Scheduling **Service Result**

Cancel Appointment	Self-explanatory.
---------------------------	-------------------

Confirm Scheduled Appointment	Self-explanatory.
--------------------------------------	-------------------

Made Appointment with Career Center Staff	Self-explanatory.
--------------------------------------------------	-------------------

Reschedule Appointment Or Service	Self-explanatory.
------------------------------------------	-------------------

Contact

Allows the career center to document unsuccessful contact attempts in the Job Seeker record.

Service Type: Contact
Service Result

In Person	Self-explanatory.
Job Seeker No Longer At Phone Number	Self-explanatory.
Job Seeker Not Available	Self-explanatory.
Left Message	Self-explanatory.
Letter	Self-explanatory.
No Answer/ No Machine / Phone Busy	Self-explanatory.
Offer Veterans Services	Self-explanatory.
Phone Contact	Self-explanatory.
Phone Number Changed / Not In Service	Self-explanatory.
Unable To Contact	Self-explanatory.
Via- Email	Self-explanatory.

Contact Follow-up

Allows the career center to document follow up services of the previous contact services in the Job Seeker record.

Service Type: Contact Follow-up
Service Result

Employment Status	Self-explanatory.
Incorrect Mailing	Self-explanatory.
Job Seeker Not Interested	Self-explanatory.

Job Seeker Membership

Allows the career center to activate and inactivate the Job Seeker.

Service Type: Job Seeker Membership
Service Result

Gold Card	Self-explanatory.
Inactive	Self-explanatory.
Join Career Center	Self-explanatory.

Membership Card

Allows the career center to create and distribute a membership card to the Job Seeker.

Service Type: Membership Card
Service Result

Did Not Pick Up Membership Card	Self-explanatory.
Member Dropped off Material	Self-explanatory.
Picked Up Membership Card	Self-explanatory.

Testing Tab

Testing services include giving tests for reading, math, and career choices and recording the results. The names of all the tests are listed, with their acronyms.

*Services on the Service Detail Drop-down List (DDL) that are Federal/OSCCAR Reportable Services will display in a **bold blue** font. There are some additional OSCCAR reportable services (mainly follow-up type services) that will not display in blue bold.*

MADOE / USDOL Assessments (NO)

MADOE/USDOL Assessment	<input type="radio"/> Yes <input checked="" type="radio"/> No
------------------------	---------------------------------------------------------------

Career / Interest Inventories or Assessments

Career assessments / Inventories are tests that are designed to help individuals understand how a variety of personal attributes (i.e., interests, values, preferences, motivations, aptitudes and skills), impacts their potential success and satisfaction with different career options and work environments. Assessments of some or all of these attributes are often used by individuals or organizations, such as university career service centers, career counselors, outplacement companies, corporate human resources staff, executive coaches, vocational rehabilitation counselors, and guidance counselors to help individuals make more informed career decisions.

Career assessments come in many forms and vary along several dimensions. The assessments selected by individuals or administrators varies depending on their personal beliefs regarding the most important criteria when considering career choices, as well as the unique needs of the individual considering a career decision. Some common points of variance are:

- Methodology** - Some assessments are quantitative in nature and precisely measure key attributes believed to influence an individual's potential success and satisfaction with a career. Others are qualitative exercises designed to help individuals clarify their goals and preferences, which can then be used to make more informed career decisions.
- Measured attributes** - Assessments vary with regard to the specific personality attributes measured. Some assessments focus on an individual's interests, and perhaps aptitude, while others focus on skills or values.
- Scientific validity** - Many assessments, particularly those offered on the internet, lack scientific validity, which means the assessment has not been proven to measure what it says it measures. Evidence of validity comes in the form of studies published in peer-reviewed professional journals such as the *Journal of Career Assessment*. So users should look at test validity in evaluating a test's quality by looking for references and/or a professional manual. If these are not available, the assessment is not valid and should be avoided.
- Target customer profile** - Some assessments, such as the Strong Interest Inventory, The Career Key, and Careerscope are designed to serve broad markets (i.e., virtually any individual choosing a vocational program or Career Clusters, starting their career or considering a career change).

Category: Career Interest Inventories or Assessments **Service Detail**

AII (Aptitude Interest Inventory)

AII (Aptitude Interest Inventory) is used to develop a plan for career exploration.

Category: Career Interest Inventories or Assessments
Service Detail

CAI (Career Assessment Inventory)	The Career Assessment Inventory are interest inventories designed to measure one's occupational interests for use in career exploration and career decision-making.
Campbell Interest and Skill Inventory	The Campbell Interest and Skill Inventory helps professional counselors obtain more complete career assessment information by providing an integrated measure of self-assessed interests and skills. The interest scale reflects individual attraction for a specific occupational area. The skill scale provides an estimate of individual confidence in his / her ability to perform various occupational activities.
CareerScope	CareerScope is a standardized and timed interest and aptitude assessment for career guidance. The system is widely used in schools, job training programs and in rehabilitation agencies and has been validated against widely recognized criteria. CareerScope delivers an objective assessment (as opposed to subjective self-assessment) that is written at a fourth-grade reading level. The process is student or client self-administered and takes one hour (self-timed - interest & aptitude assessments can be split into shorter sessions). The system generates counselor and client/student report versions. Career recommendations can be generated that are consistent with the Guide for Occupational Exploration, the Dictionary of Occupational Titles, O*NET as well as the U.S. DOE Career Clusters and Pathways. It was designed and developed by the nonprofit Vocational Research Institute.
CDM-R (Career Decision Maker – revised)	The Harrington-O'Shea Career Decision-Making System Revised provides valid and reliable assessment of career interests. Its purpose is to involve the client in steps designed to help in self-understanding of values and abilities needed for successful career choices and development. The instrument also focuses the client on those school subjects pertinent to career areas.
CEI (Career Exploration Inventory)	The Career Exploration Inventory is a self-scoring and self-interpreting measure which identifies the user's major interest clusters, explores a variety of work, leisure and educational options, and develops a career action plan.

Category: Career Interest Inventories or Assessments
Service Detail

COPS (Career Occupational Preferences System)	The Career Occupational Preference System Interest Inventory is designed to measure occupational interests presented with extensive interpretive material to assist individuals in the career decision making process. Measurement scores based on job activity preferences are keyed directly to occupational information systems.
Countdown	Countdown is the intellectual property of IntoCareers associated with the highly regarded University of Oregon's Career Information System (CIS) licensed in many states. It produces cluster scores that lead to information on occupations. Be forewarned that the 14 occupational clusters in Countdown are not compatible with the 16 federal Clusters.
IDEAS (Interest Determination, Exploration & Assessment System)	IDEAS is a self-contained, self score-scorable, interest inventory that serves as an introduction to career planning. It provides scores on 16 basic interests scales that help students and adults identify and explore occupational areas of interest.
Myers-Briggs	The Myers-Briggs Type Indicator instrument enables people to communicate and work together more effectively through understanding individual differences. It's used in business and education for career counseling, team building, conflict resolution and management development.
O*Net Interest Profiler (IP)	The O*NET® Interest Profiler™ (paper-and-pencil and computerized versions) helps people discover the type of work activities and tasks that they would enjoy on the job. They can then identify the occupations that most closely match their primary interests. The Interest Profiler can help you identify your interests and match them with a wide variety of careers. It doesn't tell you what you should be but organizes your interests in six broad categories of work.
O*Net Work Importance Locator (WI)	The O*NET® Work Importance Locator™ (paper-and-pencil and computerized versions, respectively) help clarify what people find most important in jobs. They can then identify O*NET occupations that they are likely to find satisfying, based on the similarity between what is important to them in a job and the characteristics of the occupations. The Work Importance Locator can help you learn more about your work values and help you decide what kinds of jobs and careers you might want to explore.
Other	Self-explanatory.

Category: Career Interest Inventories or Assessments
Service Detail

PESCO (Pleasantville Education Supply Corporation)	PESCO inventories generally contain Interest, Job Temperaments, and Work Attitudes; others offer a test group containing Finger and Manual Dexterity tests. PESCO International developed COMPUTERIZED SAGE ASSESSMENT to meet the visionary goals of the One Stop Career Center. The ultimate needs of every center are the ability to elicit the strengths and weaknesses of each client so as to insure the accurate matching and placement based in their assessment. COMPUTERIZED SAGE ASSESSMENT permits the processing of large groups with limited staff.
PLAN	PLAN, formerly called P-ACT+, a part of ACT's Educational Planning and Assessment System which provides 10 th graders with comprehensive information for educational and career planning. Comprised of an interest inventory, a Study Power Assessment, a student information section, and 4 tests of educational development.
SDS (Self Directed Search)	The Self-Directed Search instrument is a simple-to-use, self-administered test to help students, clients, or employees find the occupations that best suit their interests and abilities.
SII (Strong Interest Inventory)	The Strong Interest Inventory is intended to measure the interests of an individual in occupations and preferred work environments, used as an aid in making educational and occupational choices, in helping people understand their job dissatisfaction, in life style exploration and in retirement counseling.
USES (United States Employment Services Interest Inventory)	USES, also called the GATB, measures vocational aptitudes of individual for vocational counseling and job applicant screening. The Interest Inventory measures interests which can be related to the <i>Guide for Occupational Exploration's</i> 12 interest areas. Identification of aptitudes and interests provides a basis for focusing occupational exploration.
WKC Place Test – Applied Math	XXXXXXXXXX provides a basis for focusing occupational exploration.
WKC Place Test – Graphic Literacy	XXXXXXXXXX provides a basis for focusing occupational exploration.
WKC Place Test – Workplace Documents	XXXXXXXXXX provides a basis for focusing occupational exploration.

English Test for Speakers of Other Languages

Measures the ability of non-native English speakers to understand and speak English.

Category: English Test for Speakers of Other Languages
Service Detail

ESLOA (English as a Second Language Oral Assessment) Self-explanatory.

Other Self-explanatory.

GED (General Equivalency Diploma) / HiSet

General Educational Development (or GED) tests are a group of five subject tests which (when passed) certifies that the taker has American or Canadian high school-level academic skills. To pass the GED Tests and earn a GED credential, test takers must score higher than 40 percent of graduating high school seniors nationwide. Some jurisdictions require that students pass additional tests, such as an English proficiency exam or civics test.

Category: GED (General Equivalency Diploma) / Hi Set
Service Detail

Alternative – Spanish - Language Self-explanatory.

Alternative – Special Education Self-explanatory.

Language Arts, Reading Self-explanatory.

Language Arts, Writing Self-explanatory.

Mathematics Self-explanatory.

Science Self-explanatory.

Social Studies Self-explanatory.

History Test

Category: History Test
Service Detail

MCAS – History Self-explanatory.

Other Self-explanatory.

Math Test

An assessment instrument designed to evaluate the mathematical , computation and / or arithmetic reasoning level of a customer.

Category: Math Test **Service Detail**

ABLE
(Adult Basic Learning Examination) (Not for DOE use)

ABLE is a battery of tests designed to measure the level of educational achievement among adults. It was developed to fill the need for an instrument to determine the general educational level of adults who have not completed formal eighth-grade education, as well as for use in evaluating a number of efforts to raise the educational level of these adults.

AFQT
(Armed Forces Qualifying Test)

The Armed Forces Qualification Test, which is used to determine if you are qualified to join the military service. Each service determines the qualification AFQT score for enlisting in their service. The AFQT is comprised of your test results in Arithmetic Reasoning (AR), Math Knowledge (MK), and Verbal Composite (VE) x 2. Your Verbal Composite score is a combination of your Word Knowledge and Paragraph Comprehension scores.

ALT
(Adult Literacy Test, Simon & Schuster)

Adult Literacy Test, Simon & Schuster is a test of the customer's literacy level.

ALT
(Adult Literacy Test, Training / ES)

Adult Literacy Test, Training/ ES is a test of the customer's literacy level

AMES
(Adult Measure of Essential Skills)

The Adult Measure of Essential Skills is a multiple-choice authentic battery of tests that delivers in-depth information on reading, communication, computation, and applied problem solving at all literacy levels in less than two hours. The battery of questions enables counselors to diagnose an individual's strengths and weaknesses in functional skills, literacy skills, problem solving, locating and using information and organizing and using resources. The questions are tied directly to relevant adult workplace, community, and home experiences.

Category: Math Test
Service Detail

BOLT
(Basic Occupation Literacy Test)

Basic Occupational Literacy Test (BOLT) is a test of basic reading and arithmetic skills for use with educationally disadvantaged adults. Reading skills are assessed by a reading vocabulary subtest and a reading comprehension subtest. Arithmetic skills are assessed by an arithmetic computation and an arithmetic reasoning subtest.

CASAS - A
(CASAS Appraisal)

CASAS - Appraisals test is the initial assessment instruments used in the CASAS system. They help identify students' skill levels to determine appropriate placement into a program or a level or classroom within a program. The Appraisal score also helps you determine which CASAS pretest a student should take. Appraisals are not appropriate for pre- and post-testing, but may be used for reporting a standardized score. Appraisal tests are the initial assessment instruments used in the CASAS system. They help identify students' skill levels to determine appropriate placement into a program or a level or classroom within a program. The Appraisal score also helps you determine which CASAS pretest a student should take. Appraisals are not appropriate for pre- and post-testing, but may be used for reporting a standardized score.

CASAS - SAT
(CASAS – Survey Achievement Test) (not for DOE use)

Comprehensive Adult Student Assessment Systems —is the most widely used system for assessing adult basic reading, math, listening, writing, and speaking skills within a functional context. CASAS assess both native and non-native speakers of English. CASAS provides programs with the resources and expertise to establish a comprehensive performance accountability system, address core indicators of performance, integrate literacy and occupational skill instruction, and evaluate the effectiveness of adult education and literacy programs. CASAS assessment, training, and evaluation are based on the critical competencies and skill areas required for success in the workplace, community, and family. With the implementation of the CASAS system, programs can establish measurable goals, document learner outcomes, and report program impact to students, staff, local boards, and policy makers.

Category: Math Test
Service Detail

CAT
(California Achievement Test)

The California Achievement Test is designed for measurement, evaluation, and diagnosis of school achievement. The series is composed of tests of skills and understanding in reading, arithmetic, and language.

DARTTS
**(Diagnostic Assessment of reading
with Trial Teaching Survey)**

Provides an assessment of individual student achievement in print awareness, phonological awareness, letters and sounds, word recognition, word analysis, oral reading accuracy and fluency, silent reading comprehension, spelling, and word meaning.

ITBS
(Iowa Test of Basic Skills)

The Iowa Tests of Basic Skills, often known simply as the Iowa Tests, are a standardized test administered by the University of Iowa and used across the United States. It tests K–12 students on various subjects, such as mathematics and the language arts. Each test subject is scored with a percentile score, comparing him or her to the overall national results, and a grade equivalent, indicating the student's progress within a hypothetical 15-year academic curriculum. When the Iowa Tests are taken along with the Cognitive Abilities Test, the test report additionally compares the student's results to his or her predicted scores. The Iowa Tests were first administered in 1935 as the Iowa Every Pupil Tests.

MAST
(Multilevel Academic Survey Test)

The Multilevel Academic Survey Test is intended for students in grades 3-8 and older students who perform inadequately on K-8 reading and math content. It determines which students need special services and determines appropriate instruction according to specific curriculum objectives. This paper describes administration, data summation, standardization, reliability, and validity.

Category: Math Test
Service Detail

MAT
(Metropolitan Achievement Test)

The Metropolitan Achievement Tests feature a battery of group-administered achievement tests that assess general language and arithmetic skills, and reading comprehension. Results are often given as grade equivalents (such as Instructional Reading Level, or IRL, which indicates the optimal reading level at which a student can learn).

The complete assessment battery covers five disciplines: reading, mathematics, language (i.e. writing), science, and social studies. The reading test includes a vocabulary component and a comprehension section consisting of passages followed by multiple-choice questions. The mathematics test includes a section on concepts and problem solving which assesses mastery of strategies including estimating, classification, working backwards, finding a pattern, reasoning logically, and using probability. The procedures portion of the mathematics test (not always included) consists of computation both with and without a context. The language test gives the student a writing task to complete for a specific audience, with the main steps in the writing process--prewriting (brainstorming, organizing, etc.), composing, and editing--built into the test. The Metropolitan Achievement Test's science portion stresses process skills and reasoning ability within life science, physical science, and earth science, with minimal emphasis on memorization of facts. The test contains illustrations including traditional laboratory activities and equipment, charts, and graphs. The social studies test includes questions on geography, history, culture, political science, and economics, and emphasizes critical thinking and research skills.

Category: Math Test
Service Detail

MCAS

(Massachusetts Comprehensive Assessment System)

The Massachusetts Comprehensive Assessment System (Massachusetts Comprehensive Assessment System) commonly called the MCAS, is the Commonwealth's statewide standards-based assessment program developed in response to the Massachusetts Education Reform Act of 1993. State and federal law mandates that all students who are enrolled in the tested grades and who are educated with Massachusetts public funds participate in MCAS testing.

MCAS has three primary purposes: (1) to inform and improve curriculum and instruction; (2) to evaluate student, school, and district performance according to Massachusetts Curriculum Framework content standards and performance standards; and (3) to determine student eligibility for the Competency Determination requirement in order to award high school diplomas. If necessary, students are given multiple opportunities to pass the test.

Massachusetts fulfills the requirements of the federal No Child Left Behind Act by administering MCAS tests in English language arts and mathematics to students in grades 3-8 and 10. Additional MCAS tests are administered in Science and Technology/Engineering (grades 5, 8, 9/10) and History and Social Science (grades 5, 7, and 10/11).

Not Tested – Limited English

Self-explanatory.

Other

Self-explanatory.

RJCST

(Reading Job Corp Screening Test)

Reading Job Corp Screening Test is an assessment used by Job Corp to determine the Math level of a Job Corp applicant.

Category: Math Test
Service Detail

TALS
(Test of Applied Literary Skills)

The Tests of Applied Literacy Skills (TALS) measures three distinct and important aspects of literacy—prose, document and quantitative. Each of these three subtests is available in two forms. Prose literacy tasks involve the knowledge and skills needed to understand and use information from texts that include editorials, news stories, poems and the like. The two forms of the Prose Literacy Test contain a total of 48 tasks. The materials in the test are mostly expository, which means that they describe or define. The texts used in the test are reprinted in their entirety and replicate the layout and typography of the original sources. Three aspects of prose literacy are represented in this subtest: locating, integrating and generating information. Tasks from each of these three areas and the three subtests extend over a range of difficulty. A twenty minute time limit is specified for each of the two sections of each test form. Document literacy tasks involve the knowledge and skills required to locate and use information contained in job applications, payroll forms, transportation schedules, maps, tables, indexes and so forth. The two forms of the Document Literacy Test contain a total of 52 tasks. Many of the tasks are a necessary part of meeting the requirements of a job and managing a household. These skills involve strategies needed to locate information in various complex arrays such as graphs and charts and to transfer this information from one document to another. Three types of questions or directives are used in the document scale: locating, cycling and integrating. Quantitative literacy tasks involve the knowledge and skills needed to apply arithmetic operations, either alone or sequentially to numbers that are embedded in print materials such as balancing a checkbook, figuring out a trip, completing an order form or determining the amount of interest from a loan investment. There are 46 tasks in both forms of the Quantitative Literacy Test. The respondent must perform addition, subtraction, multiplication and division using numbers that are buried in printed materials encountered in everyday practical situations.

Category: Math Test
Service Detail

WRAT

(Wide range Achievement Test)

The Wide Range Achievement Test - Expanded Edition (WRAT-Expanded) is designed to comprehensively assess the following areas: *Reading Comprehension* - word meaning in context, literal, and inferential reading skills; passages include textbook, recreational, and functional reading selections. *Mathematics* - computation, conceptual understanding, and reasoning, with an emphasis on problem solving. *Nonverbal Reasoning* (for group assessment only) - ability to reason with symbolic and figural content without requiring reading; useful for students with language difficulties. Designed for grades 2 - 12, the Group Assessment Form G is available in five levels: Level 1 (Grade 2), Level 2 (Grades 3-4), Level 3 (Grades 5-6), Level 4 (Grades 7-9), Level 5 (Grades 10-12). Form G is administered in small group setting, with each subtest designed to be given within a classroom period; it also offers an optional content skills analysis.

Occupational Testing

Occupational testing relates to the testing of an individual's ability to perform certain work related activities and / or functions.

Category: Occupational Testing
Service Detail

**CAPS (Career Ability
Placement Survey)**

XXXXXXXXXXXXXXXXXX.

**GATB
(General Aptitude
Testing Battery)**

The GATB measures vocational aptitudes of individual for vocational counseling and job applicant screening. The Interest Inventory measures interests which can be related to the *Guide for Occupational Exploration's* 12 interest areas. Identification of aptitudes and interests provides a basis for focusing occupational exploration.

Other

Self-explanatory.

Category: Occupational Testing
Service Detail

SATB
(Specific Aptitude
Testing Battery)

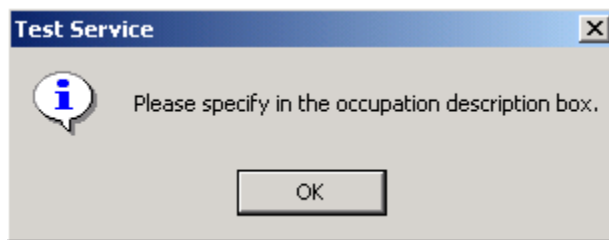
Specific Aptitude Test Batteries - Contains the GATB minimum aptitude requirements for specific military occupations. It also includes alphabetical and industrial indexes to the occupations covered.

Skills Proficiency Testing

Skills Proficiency Testing is testing based upon specific skills proficiencies for occupations within the military.

Occupational Certification / License

Occupational Certification / License relates to the individuals completion of job related studies / work, and receiving a national / state / local accreditation being obtained / applied for.



Category: Occupational Certification / License
Service Detail

Applied for Certification Self-explanatory.

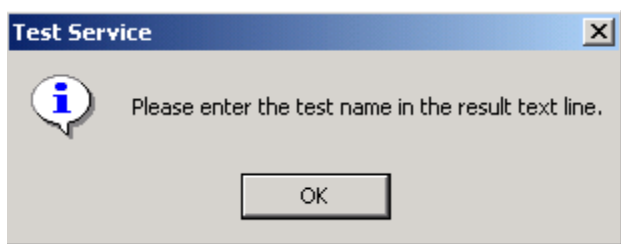
Applied for License Self-explanatory.

Obtained Certification Self-explanatory.

Obtained License Self-explanatory.

Other Test

Other Tests / Assessments are posted here.



Category: Other Test
Service Detail

**Community College
Ability to Benefit**

Community College Ability to Benefit assessment is the test that demonstrates the Ability to Benefit per Federal regulations, of being eligible for financial aid as a student without a high school diploma or general education degree (G.E.D.), they must show that they have the ability to benefit from the education a Community College provides. This is demonstrated thru this assessment.

Other

Self-explanatory.

**Other MCAS
(Massachusetts
Comprehensive
Assessment System)**

The Massachusetts Comprehensive Assessment System (Massachusetts Comprehensive Assessment System) commonly called the MCAS, is the Commonwealth's statewide standards-based assessment program developed in response to the Massachusetts Education Reform Act of 1993. State and federal law mandates that all students who are enrolled in the tested grades and who are educated with Massachusetts public funds participate in MCAS testing.

MCAS has three primary purposes: (1) to inform and improve curriculum and instruction; (2) to evaluate student, school, and district performance according to Massachusetts Curriculum Framework content standards and performance standards; and (3) to determine student eligibility for the Competency Determination requirement in order to award high school diplomas. If necessary, students are given multiple opportunities to pass the test.

Massachusetts fulfills the requirements of the federal No Child Left Behind Act by administering MCAS tests in English language arts and mathematics to students in grades 3-8 and 10. Additional MCAS tests are administered in Science and Technology/Engineering (grades 5, 8, 9/10) and History and Social Science (grades 5, 7, and 10/11).

Reading Test

An assessment instrument designed to evaluate the reading, writing and / or literacy level of a customer.

Category: Reading Test
Service Detail

ABLE

(Adult Basic Learning Examination) (Not for DOE use)

ABLE is a battery of tests designed to measure the level of educational achievement among adults. It was developed to fill the need for an instrument to determine the general educational level of adults who have not completed formal eighth-grade education, as well as for use in evaluating a number of efforts to raise the educational level of these adults.

AFQT

(Armed Forces Qualifying Test)

The Armed Forces Qualification Test, which is used to determine if you are qualified to join the military service. Each service determines the qualification AFQT score for enlisting in their service. The AFQT is comprised of your test results in Arithmetic Reasoning (AR), Math Knowledge (MK), and Verbal Composite (VE) x 2. Your Verbal Composite score is a combination of your Word Knowledge and Paragraph Comprehension scores.

ALT

(Adult Literacy Test, Simon & Schuster)

Adult Literacy Test, Simon & Schuster is a test of the customer's literacy level.

ALT

(Adult Literacy Test, Training / ES)

Adult Literacy Test, Training/ ES is a test of the customer's literacy level

AMES

(Adult Measure of Essential Skills)

The Adult Measure of Essential Skills is a multiple-choice authentic battery of tests that delivers in-depth information on reading, communication, computation, and applied problem solving at all literacy levels in less than two hours. The battery of questions enables counselors to diagnose an individual's strengths and weaknesses in functional skills, literacy skills, problem solving, locating and using information and organizing and using resources. The questions are tied directly to relevant adult workplace, community, and home experiences.

Category: Reading Test
Service Detail

BOLT

(Basic Occupation Literacy Test)

Basic Occupational Literacy Test (BOLT) is a test of basic reading and arithmetic skills for use with educationally disadvantaged adults. Reading skills are assessed by a reading vocabulary subtest and a reading comprehension subtest. Arithmetic skills are assessed by an arithmetic computation and an arithmetic reasoning subtest.

CASAS - A

(CASAS Appraisal)

CASAS - Appraisals test is the initial assessment instruments used in the CASAS system. They help identify students' skill levels to determine appropriate placement into a program or a level or classroom within a program. The Appraisal score also helps you determine which CASAS pretest a student should take. Appraisals are not appropriate for pre- and post-testing, but may be used for reporting a standardized score. Appraisal tests are the initial assessment instruments used in the CASAS system. They help identify students' skill levels to determine appropriate placement into a program or a level or classroom within a program. The Appraisal score also helps you determine which CASAS pretest a student should take. Appraisals are not appropriate for pre- and post-testing, but may be used for reporting a standardized score.

CASAS - SAT

(CASAS – Survey Achievement Test) (not for DOE use)

Comprehensive Adult Student Assessment Systems —is the most widely used system for assessing adult basic reading, math, listening, writing, and speaking skills within a functional context. CASAS assess both native and non-native speakers of English. CASAS provides programs with the resources and expertise to establish a comprehensive performance accountability system, address core indicators of performance, integrate literacy and occupational skill instruction, and evaluate the effectiveness of adult education and literacy programs. CASAS assessment, training, and evaluation are based on the critical competencies and skill areas required for success in the workplace, community, and family. With the implementation of the CASAS system, programs can establish measurable goals, document learner outcomes, and report program impact to students, staff, local boards, and policy makers.

Category: Reading Test
Service Detail

CAT

(California Achievement Test)

The California Achievement Test is designed for measurement, evaluation, and diagnosis of school achievement. The series is composed of tests of skills and understanding in reading, arithmetic, and language.

DARTTS

**(Diagnostic Assessment of reading
with Trial Teaching Survey)**

Provides an assessment of individual student achievement in print awareness, phonological awareness, letters and sounds, word recognition, word analysis, oral reading accuracy and fluency, silent reading comprehension, spelling, and word meaning.

ITBS

(Iowa Test of Basic Skills)

The Iowa Tests of Basic Skills, often known simply as the Iowa Tests, are a standardized test administered by the University of Iowa and used across the United States. It tests K–12 students on various subjects, such as mathematics and the language arts. Each test subject is scored with a percentile score, comparing him or her to the overall national results, and a grade equivalent, indicating the student's progress within a hypothetical 15-year academic curriculum. When the Iowa Tests are taken along with the Cognitive Abilities Test, the test report additionally compares the student's results to his or her predicted scores. The Iowa Tests were first administered in 1935 as the Iowa Every Pupil Tests.

JCRS

(Job Corp Reading Skills)

Job Corp Reading Skills Test is an assessment used by Job Corp to determine the Reading level of a Job Corp enrollee.

MAST

(Multilevel Academic Survey Test)

The Multilevel Academic Survey Test is intended for students in grades 3-8 and older students who perform inadequately on K-8 reading and math content. It determines which students need special services and determines appropriate instruction according to specific curriculum objectives. This paper describes administration, data summation, standardization, reliability, and validity.

Category: Reading Test
Service Detail

MAT
(Metropolitan Achievement Test)

The Metropolitan Achievement Tests feature a battery of group-administered achievement tests that assess general language and arithmetic skills, and reading comprehension. Results are often given as grade equivalents (such as Instructional Reading Level, or IRL, which indicates the optimal reading level at which a student can learn).

The complete assessment battery covers five disciplines: reading, mathematics, language (i.e. writing), science, and social studies. The reading test includes a vocabulary component and a comprehension section consisting of passages followed by multiple-choice questions. The mathematics test includes a section on concepts and problem solving which assesses mastery of strategies including estimating, classification, working backwards, finding a pattern, reasoning logically, and using probability. The procedures portion of the mathematics test (not always included) consists of computation both with and without a context. The language test gives the student a writing task to complete for a specific audience, with the main steps in the writing process--prewriting (brainstorming, organizing, etc.), composing, and editing--built into the test. The Metropolitan Achievement Test's science portion stresses process skills and reasoning ability within life science, physical science, and earth science, with minimal emphasis on memorization of facts. The test contains illustrations including traditional laboratory activities and equipment, charts, and graphs. The social studies test includes questions on geography, history, culture, political science, and economics, and emphasizes critical thinking and research skills.

Category: Reading Test
Service Detail

MCAS

(Massachusetts Comprehensive Assessment System)

The Massachusetts Comprehensive Assessment System (Massachusetts Comprehensive Assessment System) commonly called the MCAS, is the Commonwealth's statewide standards-based assessment program developed in response to the Massachusetts Education Reform Act of 1993. State and federal law mandates that all students who are enrolled in the tested grades and who are educated with Massachusetts public funds participate in MCAS testing.

MCAS has three primary purposes: (1) to inform and improve curriculum and instruction; (2) to evaluate student, school, and district performance according to Massachusetts Curriculum Framework content standards and performance standards; and (3) to determine student eligibility for the Competency Determination requirement in order to award high school diplomas. If necessary, students are given multiple opportunities to pass the test.

Massachusetts fulfills the requirements of the federal No Child Left Behind Act by administering MCAS tests in English language arts and mathematics to students in grades 3-8 and 10. Additional MCAS tests are administered in Science and Technology/Engineering (grades 5, 8, 9/10) and History and Social Science (grades 5, 7, and 10/11).

Not Tested – Limited English

Self-explanatory.

Other

Self-explanatory.

RJCST

(Reading Job Corp Screening Test)

Reading Job Corp Screening Test is an assessment used by Job Corp to determine the Reading level of a Job Corp applicant.

Category: Reading Test
Service Detail

TALS
(Test of Applied Literary Skills)

The Tests of Applied Literacy Skills (TALS) measures three distinct and important aspects of literacy—prose, document and quantitative. Each of these three subtests is available in two forms. Prose literacy tasks involve the knowledge and skills needed to understand and use information from texts that include editorials, news stories, poems and the like. The two forms of the Prose Literacy Test contain a total of 48 tasks. The materials in the test are mostly expository, which means that they describe or define. The texts used in the test are reprinted in their entirety and replicate the layout and typography of the original sources. Three aspects of prose literacy are represented in this subtest: locating, integrating and generating information. Tasks from each of these three areas and the three subtests extend over a range of difficulty. A twenty minute time limit is specified for each of the two sections of each test form. Document literacy tasks involve the knowledge and skills required to locate and use information contained in job applications, payroll forms, transportation schedules, maps, tables, indexes and so forth. The two forms of the Document Literacy Test contain a total of 52 tasks. Many of the tasks are a necessary part of meeting the requirements of a job and managing a household. These skills involve strategies needed to locate information in various complex arrays such as graphs and charts and to transfer this information from one document to another. Three types of questions or directives are used in the document scale: locating, cycling and integrating. Quantitative literacy tasks involve the knowledge and skills needed to apply arithmetic operations, either alone or sequentially to numbers that are embedded in print materials such as balancing a checkbook, figuring out a trip, completing an order form or determining the amount of interest from a loan investment. There are 46 tasks in both forms of the Quantitative Literacy Test. The respondent must perform addition, subtraction, multiplication and division using numbers that are buried in printed materials encountered in everyday practical situations.

Category: Reading Test
Service Detail

WRAT

(Wide range Achievement Test)

The Wide Range Achievement Test - Expanded Edition (WRAT-Expanded) is designed to comprehensively assess the following areas: *Reading Comprehension* - word meaning in context, literal, and inferential reading skills; passages include textbook, recreational, and functional reading selections. *Mathematics* - computation, conceptual understanding, and reasoning, with an emphasis on problem solving. *Nonverbal Reasoning* (for group assessment only) - ability to reason with symbolic and figural content without requiring reading; useful for students with language difficulties. Designed for grades 2 - 12, the Group Assessment Form G is available in five levels: Level 1 (Grade 2), Level 2 (Grades 3-4), Level 3 (Grades 5-6), Level 4 (Grades 7-9), Level 5 (Grades 10-12). Form G is administered in small group setting, with each subtest designed to be given within a classroom period; it also offers an optional content skills analysis.

Category: WorkKeys Exam

Service Detail

Applied Math

The WorkKeys® Assessment System is a comprehensive system for measuring, communicating and improving the common skills required for success in the workplace. It allows these skills to be quantitatively assessed in both individual persons and in actual jobs. Therefore the WorkKeys System can allow you to identify individuals who have the basic skills required to be successful in a given position or career. When properly used, businesses can make hiring and promotion decisions based on WorkKeys with confidence and security.

Graphic Literacy

See above.

Workplace Documents

See above.

MADOE / USDOL Assessments (YES)

MADOE/USDOL Assessment ☒ Yes ☐ No

ABE Math

The Tests of Adult Basic Education are norm-referenced tests designed to measure achievement of basic skills commonly found in adult basic education curricula and taught in instructional programs. Reading, language, mathematics, and spelling are the areas measured. The content used for the measurement stresses subject matter of high interest to adults -- skills used in problem solving, in decision making, in living itself. Therefore, the examinee, in working with real-life test stimuli such as transportation schedules or product labels, can be effectively measured for reading skills. A short paragraph about a job interview can gauge mastery of grammar and sentence structure -- language skills. Similarly, a diagram of a home-improvement project can probe an examinee's knowledge of mathematics applications such as estimation. In work, home, and academic contexts familiar to the test taker, specific skills are tapped.

ABE Math	Adult Basic Education	Typically comprises ESOL programs as well as ABE for English speakers
-----------------	-----------------------	-----------------------------------------------------------------------

Category: ABE Math

Service Detail

CASAS

(not for DOE use)

Comprehensive Adult Student Assessment Systems —is the most widely used system for assessing adult basic reading, math, listening, writing, and speaking skills within a functional context. CASAS assess both native and non-native speakers of English. CASAS provides programs with the resources and expertise to establish a comprehensive performance accountability system, address core indicators of performance, integrate literacy and occupational skill instruction, and evaluate the effectiveness of adult education and literacy programs. CASAS assessment, training, and evaluation are based on the critical competencies and skill areas required for success in the workplace, community, and family. With the implementation of the CASAS system, programs can establish measurable goals, document learner outcomes, and report program impact to students, staff, local boards, and policy makers.

Category: ABE Math
Service Detail

MAPT
(For DOE use)

The Massachusetts Adult Proficiency Tests (MAPT) comprises ABE reading and math tests at several levels. The knowledge and skills measured by the MAPT come directly from the Massachusetts ABE Curriculum Frameworks. The tests are web-based, with test takers working at laptops or desktops with an Internet connection. The tests are adaptive in that the software tailors each sequence of items to specific learners by tracking their performance as they test. No separate forms of the test (e.g., TABE) are needed because test-takers are given different items each time they test.

TABE Applied Mathematics
(Not for USDOL use)

The Tests of Adult Basic Education are norm-referenced tests designed to measure achievement of basic skills commonly found in adult basic education curricula and taught in instructional programs. Reading, language, mathematics, and spelling are the areas measured. The content used for the measurement stresses subject matter of high interest to adults -- skills used in problem solving, in decision making, in living itself. Therefore, the examinee, in working with real-life test stimuli such as transportation schedules or product labels, can be effectively measured for reading skills. A short paragraph about a job interview can gauge mastery of grammar and sentence structure -- language skills. Similarly, a diagram of a home-improvement project can probe an examinee's knowledge of mathematics applications such as estimation. In work, home, and academic contexts familiar to the test taker, specific skills are tapped.

TABE Locator
(determines level of TABE to administer)

TABE Locator tests are given to help determine which level of an assessment to administer to obtain the most accurate information about a student's academic strengths and weaknesses.

TABE Mathematics Computation
(NOT for DOE use)

(insert)

TABE Total Mathematics
(NOT for DOE use)

(insert)

ABE Reading

The Tests of Adult Basic Education are norm-referenced tests designed to measure achievement of basic skills commonly found in adult basic education curricula and taught in instructional programs. Reading, language, mathematics, and spelling are the areas measured. The content used for the measurement stresses subject matter of high interest to adults -- skills used in problem solving, in decision making, in living itself. Therefore, the examinee, in working with real-life test stimuli such as transportation schedules or product labels, can be effectively measured for reading skills. A short paragraph about a job interview can gauge mastery of grammar and sentence structure -- language skills. Similarly, a diagram of a home-improvement project can probe an examinee's knowledge of mathematics applications such as estimation. In work, home, and academic contexts familiar to the test taker, specific skills are tapped.

ABE Reading	Adult Basic Education	Typically comprises ESOL programs as well as ABE for English speakers
--------------------	-----------------------	-----------------------------------------------------------------------

Category: ABE Reading **Service Detail**

CASAS

(not for DOE use)

Comprehensive Adult Student Assessment Systems —is the most widely used system for assessing adult basic reading, math, listening, writing, and speaking skills within a functional context. CASAS assess both native and non-native speakers of English. CASAS provides programs with the resources and expertise to establish a comprehensive performance accountability system, address core indicators of performance, integrate literacy and occupational skill instruction, and evaluate the effectiveness of adult education and literacy programs. CASAS assessment, training, and evaluation are based on the critical competencies and skill areas required for success in the workplace, community, and family. With the implementation of the CASAS system, programs can establish measurable goals, document learner outcomes, and report program impact to students, staff, local boards, and policy makers.

Category: ABE Reading
Service Detail

MAPT
(For DOE use)

The Massachusetts Adult Proficiency Tests (MAPT) comprises ABE reading and math tests at several levels. The knowledge and skills measured by the MAPT come directly from the Massachusetts ABE Curriculum Frameworks. The tests are web-based, with test takers working at laptops or desktops with an Internet connection. The tests are adaptive in that the software tailors each sequence of items to specific learners by tracking their performance as they test. No separate forms of the test (e.g., TABE) are needed because test-takers are given different items each time they test.

TABE Locator
(determines level of TABE to administer)

TABE Locator tests are given to help determine which level of an assessment to administer to obtain the most accurate information about a student's academic strengths and weaknesses.

TABE Reading

(insert)

ABE Writing

ABE Writing	Adult Basic Education	Typically comprises ESOL programs as well as ABE for English speakers
--------------------	-----------------------	-----------------------------------------------------------------------

Category: ABE Writing **Service Detail**

CASAS
(not for DOE use)

Comprehensive Adult Student Assessment Systems —is the most widely used system for assessing adult basic reading, math, listening, writing, and speaking skills within a functional context. CASAS assess both native and non-native speakers of English. CASAS provides programs with the resources and expertise to establish a comprehensive performance accountability system, address core indicators of performance, integrate literacy and occupational skill instruction, and evaluate the effectiveness of adult education and literacy programs. CASAS assessment, training, and evaluation are based on the critical competencies and skill areas required for success in the workplace, community, and family. With the implementation of the CASAS system, programs can establish measurable goals, document learner outcomes, and report program impact to students, staff, local boards, and policy makers.

TABE Language

(insert)

TABE Locator
(determines level of TABE to administer)

TABE Locator tests are given to help determine which level of an assessment to administer to obtain the most accurate information about a student's academic strengths and weaknesses.

TABE Spelling
(NOT for DOE use)

(insert)

ESOL Reading

ESOL (English for speakers of other languages) refers to the use or study of English by speakers with a different native language.

ESOL Reading	English for Speakers of Other Languages	The use of English by speakers with a different native language
---------------------	-----------------------------------------	-----------------------------------------------------------------

Category: ESOL Reading

Service Detail

CASAS
(not for DOE use)

Comprehensive Adult Student Assessment Systems —is the most widely used system for assessing adult basic reading, math, listening, writing, and speaking skills within a functional context. CASAS assess both native and non-native speakers of English. CASAS provides programs with the resources and expertise to establish a comprehensive performance accountability system, address core indicators of performance, integrate literacy and occupational skill instruction, and evaluate the effectiveness of adult education and literacy programs. CASAS assessment, training, and evaluation are based on the critical competencies and skill areas required for success in the workplace, community, and family. With the implementation of the CASAS system, programs can establish measurable goals, document learner outcomes, and report program impact to students, staff, local boards, and policy makers.

Literacy BEST

Literacy BEST is a competency-based assessment that measures adult English language learners' ability to read and write in a variety of functional literacy tasks. Tasks include reading dates on a calendar and words and abbreviations on a train schedule, reading prices and classified advertisements, finding phone numbers in a list, writing a check, and composing short written communications.

REEP
(Refugee Education and
Employment Program)

(insert)

SPL
(Student Performance Level) (not
for DOE use)

A standard assessment of a student's (ESOL) language ability at a given level in terms of speaking, listening, reading, writing, and the ability to communicate with a native speaker; a profile of skill levels for a student can thus be assigned and used for placement, instructional, or reporting purposes.

ESOL Speaking & Listening

**ESOL
Speaking &
Listening**

English for Speakers of
Other Languages

The use of English by speakers with a different native
language

Category: ESOL Speaking & Listening **Service Detail**

BEST Plus

BEST Plus is a powerful tool for assessing the oral proficiency of adult English language learners.

CASAS **(not for DOE use)**

Comprehensive Adult Student Assessment Systems —is the most widely used system for assessing adult basic reading, math, listening, writing, and speaking skills within a functional context. CASAS assess both native and non-native speakers of English. CASAS provides programs with the resources and expertise to establish a comprehensive performance accountability system, address core indicators of performance, integrate literacy and occupational skill instruction, and evaluate the effectiveness of adult education and literacy programs. CASAS assessment, training, and evaluation are based on the critical competencies and skill areas required for success in the workplace, community, and family. With the implementation of the CASAS system, programs can establish measurable goals, document learner outcomes, and report program impact to students, staff, local boards, and policy makers.

Oral BEST **(Basic English Skills Test)**

Oral BEST is a tool for assessing the oral proficiency of adult English language learners.

SPL **(Student Performance Level) (not for DOE use)**

A standard assessment of a student's (ESOL) language ability at a given level in terms of speaking, listening, reading, writing, and the ability to communicate with a native speaker; a profile of skill levels for a student can thus be assigned and used for placement, instructional, or reporting purposes.

ESOL Writing

ESOL Writing

English for Speakers of
Other Languages

The use of English by speakers with a different native
language

Category: ESOL Writing
Service Detail

CASAS

(not for DOE use)

Comprehensive Adult Student Assessment Systems —is the most widely used system for assessing adult basic reading, math, listening, writing, and speaking skills within a functional context. CASAS assess both native and non-native speakers of English. CASAS provides programs with the resources and expertise to establish a comprehensive performance accountability system, address core indicators of performance, integrate literacy and occupational skill instruction, and evaluate the effectiveness of adult education and literacy programs. CASAS assessment, training, and evaluation are based on the critical competencies and skill areas required for success in the workplace, community, and family. With the implementation of the CASAS system, programs can establish measurable goals, document learner outcomes, and report program impact to students, staff, local boards, and policy makers.

Literacy BEST

Literacy BEST is a competency-based assessment that measures adult English language learners' ability to read and write in a variety of functional literacy tasks. Tasks include reading dates on a calendar and words and abbreviations on a train schedule, reading prices and classified advertisements, finding phone numbers in a list, writing a check, and composing short written communications.

REEP

(Refugee Education and
Employment Program)

(insert)

SPL

(Student Performance Level) (not
for DOE use)

A standard assessment of a student's (ESOL) language ability at a given level in terms of speaking, listening, reading, writing, and the ability to communicate with a native speaker; a profile of skill levels for a student can thus be assigned and used for placement, instructional, or reporting purposes.



Testing: ABE Post Test

ABE Adult Basic Education Typically comprises ESOL programs as well as ABE for English speakers

Post Test

All WIA Youth participants that are out-of-school and basic skills deficient and enrolled on or after July 1, 2006 will be included in the federal Literacy/Numeracy Gain performance measurement. A Youth must be pre-tested within 60 days of their participation date using one of the National Reporting System cross-walked tests or equate an alternate test to NRS scale.

All MOSES data entry for the Literacy/Numeracy performance measurement begins on the *Services - Testing* tab in the Youth record.

Numeracy/Literacy Gain Implementation for Common Measures - The testing tab has been revised to allow post-testing of Out of School, Basic Skills Deficient Youth to comply with USDOL's policy of reporting WIA Title I Youth Numeracy and Literacy Gains. To add a post-test to an existing pre-test, go to the testing tab and highlight the pre-test and then click on the post-test button. (Issuance 06-37).

Service Type: Testing: ABE Post Test
Scale Score Educational Functioning Level

Youth Goals

Youth goals should be established during the development (or updating) of the individual service strategy (ISS), and entered into MOSES following the completion (or updating) of the ISS. The goal(s) entered in MOSES should correspond to goals recorded in the individual service strategy (ISS). The goals and target dates for attainment entered in MOSES provide only general information. The ISS should provide more specific information about the goals and plans for attaining the goals.

*Services on the Service Detail Drop-down List (DDL) that are Federal/OSCCAR Reportable Services will display in a **bold blue** font. There are some additional OSCCAR reportable services (mainly follow-up type services) that will not display in blue bold.*

Youth Goals

Youth programs goals and their attainment for each participating member is recorded here.

Youth Goals: Type Of Goal

Basic Skills

Basic Skills are measurable, increase in basic education skills; reading comprehension, math computation, writing, speaking, listening, problem solving, reasoning and the capacity to use these skills.

Occupational Skills

Occupational skill proficiency to perform actual tasks and techniques required by certain occupational fields at entry; familiarity with tools, equipment, record keeping, work-related terminology, safety measures.

Primary occupational skills encompass the proficiency to perform actual tasks and technical functions required by certain occupational fields at entry, intermediate or advance levels. Secondary occupational skills entail familiarity with and use of set-up procedures, safety measures, work related terminology, record keeping and paperwork formats, tools, equipment and materials, and breakdown and clean-up routines.

Youth Goals:
Type Of Goal

Work Readiness

Work readiness skills include world of work awareness, labor market knowledge, occupational information, values clarification and personal understanding, career planning and decision making, and job search techniques (resumes, interviews, applications, and follow-up letters). They also encompass survival/daily living skills such as using the phone, telling time, shopping, renting an apartment, opening a bank account, and using public transportation. They also include positive work habits, attitudes, and behavior such as punctuality, regular attendance, presenting a neat appearance, getting along and working well with others, exhibiting good conduct, following instructions and completing tasks, accepting constructive criticism from supervisors and co-workers, showing initiative and reliability, and assuming the responsibilities involved in maintaining a job. This category also entails developing motivation and adaptability, obtaining effective coping and problem-solving skills, and acquiring an improved self image.

Employer Services

The **Employer Services** tab used to view, edit and / or add employer services.

*Services on the Service Detail Drop-down List (DDL) that are OSCCAR Reportable Services will display in a **bold blue** font.*

MARKETING/OUTREACH ACTIVITIES

These services represent the marketing activities provided by the career centers to employers. A variety of contact services are covered..

Service Category: Marketing /Outreach Activities

Type Of Service:

Business Contact	Career center staff contacts a business to provide information regarding career center services and/or business follow-up. (could be one way or two way communication, either in person, via email, via phone, with an individual business – the service summary will indicate the type of communication).
Distribution of Career Center Information/Mass Marketing	Distribution of Career Center Information - marketing via any media; email, fax, social media, USPS.
Job Development Contact	Career center staff conducts 2-way contact (via email, phone, visit) with a business to identify potential job opening(s) that do not currently exist for this employer. Does not include blanket solicitation of listings. Add specific details in service summary.
Join Career Center	Local option used to identify a new or existing business as a member of your career center upon receipt of first service at your career center. (Is not used on OSCCAR report to determine New to Career Center or New to MOSES).
Distributed Job Postings	Job postings are distributed by any means; via email, social media, any mass media, and/or career resource library. This service is not used for entering a job order in MOSES or Job Quest..
Room Accommodations/Rentals	Provide/rent career center space to a business or groups of businesses for an event unrelated to career center service. For example, the chamber of commerce uses the space for a chamber meeting. (Should be entered one time and on the date that rental occurs; other contacts around this activity should use the Business Contact service).

Service Category: Marketing /Outreach Activities

Type Of Service:

Sponsorships

Business provides financial or in-kind support for career center activities. In-kind support could include donation of business staff time, equipment, space, etc.

BizWorks Orientation

Provide one or more businesses with a substantial overview/orientation of at least a majority of the slate of services offered by the Commonwealth's workforce system. The overview may be done in person, via conference call, or in a group presentation and must be done through direct contact with a key representative of the business.

BUSINESS INFORMATION AND INCENTIVES

This category includes information and services that may lead to employers receiving financial benefit. This can be direct (through grants and loans) or indirect (through tax incentives).

Service Category: Business Information and Incentives

Type Of Service:

Apprenticeship	Provide in depth information via two way discussion and further assistance to a business toward establishing a contract for apprenticeship opportunities. Note: This service does not include the referral to the grant provider nor the prep work.
Business Assessment	Career center staff have comprehensive meeting with a company representative to assess current state of operations and discuss related needs. Note: This service should include a detailed summary of the meeting.
Other Grant Information	Provide in depth information via two way discussion and further assistance to a business about local/regional grants or those not covered as part of other MOSES services. Note: This service does not include the referral to the grant provider.
Industry Partnerships	Provide in depth information via two way discussion and further assistance to a business about Industry Partnerships (such as MEP). Note: Identify specific organization/ partnership in service summary.
Department of Industrial Accidents (DIA)	Provide in depth information via two way discussion and further assistance to a business about DIA services. Note: This service does not include the referral to the grant provider
Mass Office of Business Development	Provide in depth information via two way discussion and further assistance to a business about MOBD services. Note: This service does not include the referral to the grant provider
Incubator Information	Help employers find out and apply for these services.
Massachusetts Office of Business Development (MOBD)	Help employers find out and apply for these services.
On the Job Training (OJT)	Provide in depth information via two way discussion and further assistance to a business toward establishing a contract for OJT opportunities. Note: This service does not include prep work.

Service Category: Business Information and Incentives

Type Of Service:

Other Public Incentives or Business Service	Provide in depth information via two way discussion and further assistance to a business about other Public Incentive or Business Service. Note: This service does not include the referral to the grant provider.
Unemployment Insurance Programs Information	Provide in depth information via two way discussion and further assistance to a business about Unemployment Insurance Program services.
Work Opportunity Tax Credit (WOTC)	Provide in depth information via two way discussion and further assistance to a business about WOTC services. Note: This service does not include the referral to the grant provider.
Workforce Training Fund Program (WTFP)	Provide in depth information via two way discussion and further assistance to a business about WTFP services. Note: This service does not include the referral to the grant provider.
WorkShare Information	Provide in depth information via two way discussion and further assistance to a business about WorkShare Information services. Note: This service does not include the referral to the grant provider.

EDUCATION AND TRAINING

These services provide education and training

Service Category: Education and Training

Type Of Service:

Group Information Session for Businesses	Bring together businesses for a broad range of workforce development related topics, such as focus groups, conferences, etc. This is a staff led event/activity.
Mentoring/Job Shadowing/ School-to- Work/Internship	Provide information, referral, and/or help set up one or more of these opportunities.
On the Job Training (OJT) Contract Prep/Maintenance	Develop On-the-Job Training (OJT) contract and/or follow up on the OJT during the contract period.
Apprenticeship Contract Prep / Maintenance	Develop Apprenticeship contract and/or follow up on the Apprenticeship during the contract period.

Service Category: Education and Training

Type Of Service:

Testing for Businesses	Provide testing services to a company's workforce or to a candidate, at the company's request, who is under consideration for a position at the requesting company, such as professional development assessment, etc.
Training/Support Services Fair	Training vendors, community service providers, and/or support service organizations that do not have job openings attend training/support services fair to recruit for their services.
Workshop/Training for Business Staff	Provide skills training for the staff of businesses..
Outplacement Services	Interview candidates for outplacement (e.g. downsizing, transition, etc.). Offer testing, assessment, workshops, and counseling assistance. There must be an agreement with the business to provide services to their employees.

JOB FAIRS AND RECRUITMENTS

These services provide employers with recruitment and/or Job Fair services.

Service Category: Job Fairs and Recruitments

Type Of Service:

Individual Screening	Career center / business staff screens a single job seeker (at the specific request of the business) in order to fill an open position listed in MOSES. This individual screening service entails screening candidates for appropriate skill set, reviewing resumes, assessing fit for the business, and confirming that the candidate has applied to the position per the business' instructions. Career center staff then forwards the candidate's package to the business. NOTE: Must include a Job Order Referral on the job seeker's record for the candidate who was forwarded to the business.
Job Fairs	Three (3) or more businesses that have job openings attend a job fair that is facilitated by the career center. This service is not to be used for single employer recruitment.

Service Category: Job Fairs and Recruitments

Type Of Service:

Recruitments	Businesses that have job openings attend an event and interview candidates for positions. The event is facilitated by the career center. This service is not to be used for a job fair.
Specialized Recruitment	Career center / business staff conducts a recruitment event (at the specific request of the business) to screen multiple candidates for a position (or positions) listed in MOSES. This event entails screening candidates for appropriate skill set, reviewing resumes, assessing fit for the business, and confirming that the candidate has applied to the position per the business' instructions. Career center staff then forward candidate packages to the business. NOTE: Must include a Job Order Referral on the job seeker's record for those candidates who were forwarded to the business.

LABOR MARKET INFORMATION

These services provide Labor Market Information to employers.

Service Category: Labor Market Information

Type Of Service:

Job Description Assistance	Provide substantial effort in editing or creating job descriptions on behalf of a business. Does not include simple edits.
Industry Briefings by Businesses	Business led event/activity to discuss industry trends, job openings, and labor market information with job seekers and/or career center staff.
Labor Market Information	Provide in depth research and analysis about the labor market (e.g. salary survey information), which includes customized information packages or presentations to a single business or to a group of businesses.

REFERRALS TO GRANTS AND INCENTIVES

These services reflect referrals of employers to agency partners.

Service Category: Referrals to Grants and Incentives

Type Of Service:

Other Grant Information	Staff facilitates a two way connection between the business contact and the referred agency and confirms that contact between the two parties has been established (specify grant names in service summary).
Mass Office of Business Development (MOBD)	Staff facilitates a two way connection between the business contact and MOBD and confirm that contact between the two parties has been established.
Other Public Incentives or Business Service	Staff facilitates a two way connection between the business contact and awarding agency (e.g. Empowerment Zone) and confirm that contact between the two parties has been established (specify incentive name in service summary).
Work Opportunity Tax Credit (WOTC)	Staff facilitates a two way connection between the business contact and WOTC and confirm that contact between the two parties has been established.
WorkShare	Staff facilitates a two way connection between the business contact and WorkShare and confirm that contact between the two parties has been established.
Workforce Training Fund Program (WTFP)	Staff facilitates a two way connection between the business contact and WTFP and confirm that contact between the two parties has been established.
Department of Industrial Accidents (DIA)	Staff facilitates a two way connection between the business contact and DIA and confirm that contact between the two parties has been established.
Apprenticeship	Staff facilitates a two way connection between the business and agency and confirm that contact between the two parties has been established.

OUTCOMES

These services reflect referrals of employers to agency partners.

Service Category: Outcomes

Type Of Service:

Other Grant Information	Staff learns through follow up that a local/regional grant was awarded to the business (specify grant names in service summary).
Mass Office of Business Development (MOBD)	Staff learns through follow up that an incentive/tax credit (e.g. TIF) was received from MOBD.
Other Public Incentives or Business Service	Staff learns through follow up that incentive award was received by the business; e.g. due to location in an Empowerment Zone (specify incentive name in service summary).
Work Opportunity Tax Credit (WOTC)	Staff learns through follow up that a WOTC tax credit was received by the business.
WorkShare	Staff learns through follow up that a Work Share agreement has been signed by the business with DUA.
Workforce Training Fund Program (WTFP)	Staff learns through follow up that a WTFP grant was received by the business (specify grant type in service summary).
Department of Industrial Accidents (DIA)	Staff learns through follow up that a DIA grant was received by the business.
Apprenticeship	Staff learns through follow up that an Apprenticeship agreement was signed by the business
On the Job Training (OJT)	Staff learns through follow up that an OJT contract was signed by the business.

Automatically Generated Services

MOSES automatically assigns these services to the employer or job order record. No action is required by staff for these services

Service Category: Automatically Generated Services

Type Of Service:

Close Job Order	MOSES automatically assigns this to the Job Order History Tab when you close that job order.
Fully Placed Job Order	The maximum allowed number of referrals to the Job Order was made and from these referrals, the number of placements equals the number of job openings.
Fully Referred Job Order	The maximum allowed number of referrals to the Job Order was made.
Increase Openings	The number of referrals allowed for the Job Order was increased.
Increase Referrals	The number of referrals allowed for the Job Order was increased.
Job Order Contact	This service appears when you click Add on the Job Order History Tab.
Not Suppressed	Employer contacts are not suppressed. This is the default.
Open Job Order	MOSES automatically assigns this to the Job Order History Tab when you open that job order.
Suppressed	Employer contacts are suppressed.

Executive Office of Labor & Workforce Development

Acronyms

ABBREVIATION	TRANSLATION	REPORTS INTO:	RESPONSIBLE FOR:
EOLWD Organizations			
EOLWD	Executive Office of Labor and Workforce Development	Governor's Office	Labor and workforce development policies, programs and services.
DOL	Department of Labor	EOLWD	All labor-related programs and services in Massachusetts.
DWD	Department of Workforce Development	EOLWD	All workforce-related programs and services in Massachusetts.
DAO	Department of Administration and Operations	EOLWD	Finance, human resources and operations functions for the Secretariat.
DIA	Department of Industrial Accidents	DOL	Workers' compensation program.
DCS	MassHire Department of Career Services	DWD	Managing employment-related programs and services and overseeing the Commonwealth's network of 37 One-Stop Career Centers.
DUA	Division of Unemployment Assistance	DWD	Reports to DWD; responsible for managing unemployment insurance programs and services in Massachusetts.
DAT	Division of Apprenticeship Training	DWD	Registered apprenticeship programs in Massachusetts.
DOS	Division of Occupational Safety	DOL	Workplace safety and health programs; wages and working conditions.
DLR	Division of Labor Relations	DOL	Public sector dispute resolution.
JLMC	Joint-Labor Management Commission	DOL	Mediation and conciliation for collective bargaining.
WCAC	Workers' Compensation Advisory Council	DIA	Appointed by the Governor to monitor, oversee, and make recommendations to improve the workers' compensation system in the Commonwealth.
MWIB	Massachusetts Workforce Investment Board	EOLWD	Advising the Governor on building a strong workforce development system aligned with state education policies and economic development goals.
CommCorp	Commonwealth Corporation	EOLWD	Quasi-public organization focused on developing and implementing innovative workforce development programs in Massachusetts.

Human Resources

Acronyms

ABBREVIATION	TRANSLATION	NOTES
ACES	Achievement and Competency Enhancement System	Online performance evaluation process for managers.
COBRA	Consolidated Omnibus Budget Reconciliation Act	Group health plans sponsored by employers with 20 or more employees offer employees and their families the opportunity for a temporary extension of health coverage (called continuation coverage) in certain instances where coverage under the plan would otherwise end.
CORI	Criminal Offender Record Information	Record of Massachusetts criminal history, including any time arraigned in court on a criminal charge, no matter what the final outcome of the charge was.
EAP	Employee Assistance Program	Employee benefits programs offered by many employers, typically in conjunction with a health insurance plan. EAPs are intended to help employees deal with personal problems that might adversely impact their work performance, health, and well-being.
EPRS	Employee Performance Review System	Performance evaluation process for non-managers
FMLA	Family and Medical Leave Act	Federal Law allowing eligible employee up to a total of 12 workweeks of unpaid leave during any 12-month period for medical leave or taking care of family
HIPAA	Health Insurance Portability and Accountability Act	Protection of confidentiality and security of health data through setting and enforcing standards
HMO	health maintenance organization	Type of managed care organization (MCO) that provides a form of health care coverage
HRD	Human Resources Department (state)	Department with overall human resources responsibility for state employees.
HRIS	Human Resources Information System	Online information system for hiring and updating employee information.
LTD	Long-Term Disability	Insurance that employees can purchase for long-term disability coverage.
MCAD	Massachusetts Commission Against Discrimination	Chief civil rights agency to eliminate discrimination and protect civil rights of Massachusetts residents.
NAGE	National Association of Government Employees	Union established to protect the rights of bargaining unit employees.
Payinfo	Payment Information	Electronic pay advice for state employees over the web - 24 hours a day/seven days a week
PCP	Primary Care Physician	Physician/medical doctor who provides both the first contact for a person with an undiagnosed health concern as well as continuing care of varied medical conditions.

POS

Point-of-Service

Point of service plans or POS insurance policies are similar to HMOs but offer more flexibility. Typically more expensive than an HMO but cheaper than a PPO, POS health insurance will consist of a monthly premium, a co-payment for network care, and a deductible for non-network care.

Unemployment Insurance

Acronyms

ABBREVIATION	TRANSLATION	NOTES
AAA	Automated Adjudication Application	Web-based application which computerizes the adjudication processes. It allows the users to manage claim cases, conduct fact-finding, issue determination, and organize related paperwork. Other functionalities are supporting operations to the adjudication process.
C.M.R.	Code of Massachusetts Regulations	Regulations promulgated by state agencies pursuant to the Administrative Procedures Act (M.G.L. c. 30A).
FPIG	Federal Poverty Income Guidelines	Federal poverty measure, updated each year by the Census Bureau.
GBLS	Greater Boston Legal Services	Provides free civil (non-criminal) legal assistance to low-income people in Boston and thirty-one additional cities and towns.
IVRS	Interactive Voice Response System	Interactive phone system where information and transactions can be performed by claimants.
M.G. L	Massachusetts General laws	Codification of many of the statutes of the Commonwealth of Massachusetts.
MSP	Medical Security Program	Health insurance assistance provided through the Medical Security Program for residents of the Commonwealth who are receiving unemployment insurance benefits.
PIN	Personal identification System	Four number selected by claimant for accessing DUA's TeleCert.
TeleCert	Telephone Certification	IVRS system for signing weekly UI benefits.
TOP (Section 30)	Training Opportunities Program	Federally-funded program that allows DUA to waive an active work search by claimants who meet certain eligibility requirements. Eligible claimants can continue to collect their UI benefits while in approved training.
UITCC	Unemployment Insurance Telephone Call Center	DUA's Call Centers
WebCert	Web Certification	Online application for signing weekly UI benefits.
QUEST	Quality UnEmployment System Transformation	DUA Legacy Replacement Project.

Workforce Acronyms

ABBREVIATION	TRANSLATION	NOTES
A&F	Department of Administration and Finance	Managing finance, human resources, information technology and operations functions for EOLWD.
ABCD	Action for Boston Community Development	Boston's antipoverty agency, serving more than 100,000 low-income Greater Boston residents through its city-wide network of neighborhood-based organizations. ABCD provides innovative, timely programs that promote upward mobility and a higher quality of life for people and communities.
ABE	Adult Basic Education	Typically comprises ESOL programs as well as adult education ABE for English speakers.
ACES	Achievement and Competency Enhancement System	Online performance evaluation process for managers.
AIM	Associated Industries of Massachusetts	Largest nonprofit, nonpartisan association of Massachusetts employers.
ALMIS	America's Labor Market Information System	Standardized database structure developed for the maintenance of labor market and occupational information.
ATS	Applicant Tracking System	Is a software application that enables the electronic handling of a company's recruitment needs.

BEA	Bureau of Economic Analysis	An agency of the U.S.Department of Commerce presents basic information on key issues as U.S. economic growth, regional economic development, and the Nation's position in the world economy.
BP	Base Period	Wages paid to Unemployment Insurance applicants during the "base period" are used to determine eligibility and the level of entitlement. The base period typically consists of the four most recent and completed calendar quarters as of the week of filing.
BYE	Benefit Year Expiration (date)	The date on which a claim for Unemployment Insurance benefits expires, being one year after the original filing.
C.M.R.	Code of Massachusetts Regulations	Regulations promulgated by state agencies pursuant to the Administrative Procedures Act (M.G.L. c. 30A).
CBO	Community Based Organizations	Non-profit organizations that provide assistance to the local communities for a variety of programs and services.
CCS	Career Center Seminar	Mandatory seminar on Career Center services and claimants' rights and responsibilities, for claimants who are collecting unemployment benefits.
CIP	Classification of Instructional Programs	A taxonomy of instructional program classifications and descriptions developed by the U.S. Department of Education.
CIS	Career Information System	See MassCIS (See Massachusetts Career Information System).
COBRA	Consolidated Omnibus Budget Reconciliation Act	Opportunity for a temporary extension of group health plan coverage (called continuation coverage) offered to employees and their families in certain instances where coverage under the employer-sponsored plan would otherwise end.

CommCorp	Commonwealth Corporation	Quasi-public organization focused on developing and implementing innovative workforce development programs in Massachusetts.
CORI/SORI	Criminal Offender Record Information/Sex Offender Registry Information	Record of Massachusetts criminal history, including any court arraignment on a criminal charge, no matter the final outcome of the charge/SORI a record of convictions for specified sexual offenses committed as an adult or juvenile
CPI	Consumer Price Index	An index developed by the Bureau of Labor Statistics (BLS), is also known as the "cost-of-living" index, measures the purchasing power of consumer's dollars by comparing what a sample "market basket" of goods and services costs today with what the same sample market basket cost at an earlier date.
CPS	Current Population Survey	A nationwide monthly household survey conducted by the U.S. Bureau of the Census for the Bureau of Labor Statistics, of the civilian non-institutional population provides monthly statistics on employment, unemployment and related measures.
CQI	Continuous Quality Improvement	Business management strategy aimed at embedding awareness of quality in all organizational processes.
CRM	Customer Relationship Management	All aspects of interaction that a company has with its customers.
CRUG	Crystal Reports User Group	Group of people who use Crystal Reports software to obtain ad hoc reports from MOSES data. This group provides demonstrations and tips, as well as discussions about particular reports.
DA	Dependency Allowance	Additional benefit paid to individuals receiving Unemployment Insurance benefits when they have dependent children for whom they provide main support.
DAS	Division of Apprentice Standards	DLS- Registered apprenticeship programs in Massachusetts.

DCS	Department of Career Services	EOLWD- Managing employment-related programs and services and overseeing the Commonwealth's network of One-Stop Career Centers.
DIA	Department of Industrial Accidents	EOLWD-Workers' Compensation program.
DLR	Department of Labor Relations	EOLWD- Public sector dispute resolution.
DLS	Department of Labor Standards	EOLWD- Workplace safety and health programs; wages and working conditions.
DOE	Department of Education (Massachusetts)	Agency responsible for setting educational policies and programs in Massachusetts. The USDOE is responsible for federal education and training programs.
DOL	Department of Labor	EOLWD- All labor-related programs and services in Massachusetts.
DTA	Department of Transitional Assistance	Agency whose mission is to assist low-income individuals and families to meet their basic needs, increase their incomes, and improve their quality of life. (Formerly called the Welfare Department)
DUA	Disaster Unemployment Assistance	Federal benefit program that provides assistance to those who have lost their jobs as a result of a federally declared disaster.
DUA	Department of Unemployment Assistance	EOLWD- Managing unemployment insurance programs and services in Massachusetts.

DVOPs	Disabled Veterans' Outreach Program	Federally-funded program that provides intensive services to meet the employment needs of disabled and other eligible veterans.
DVS	Department of Veterans' Services	Agency that represents the interests of veterans by establishing policy, proposing legislation, and ensuring that adequate funding for veterans' programs is included in the Governor's budget.
EAP	Employee Assistance Program	Employee benefit programs offered by many employers, typically in conjunction with a health insurance plan. EAPs are intended to help employees deal with personal problems that might adversely impact their work performance, health and well-being.
EOBR	Earned Over Benefit Rate	Acronym indicating that an unemployment benefit recipient earned too much during a given week to qualify for benefit payment.
EOLWD	Executive Office of Labor and Workforce Development	Governor's Office- Labor and workforce development policies, programs and services.
EPRS	Employee Performance Review System	Performance evaluation process for non-managers.
ERP 1	Employee Referral Program	An internal recruitment method employed by organizations to identify potential candidates from their existing employees' social networks.
ERP	Enterprise Resource Planning	A business management software usually a suite of integrated applications that a company can use to collect and interpret data.
ERR	Employment Retention Rate	Of those participants employed in the 1st quarter after the exit quarter, the number who are employed in both the 2nd and 3rd quarters after the exit quarter divided by the number of participants who exit during the quarter.

ES-202 (QCEW)	Employment and Wages	Data are derived from reports filed by all employers subject to unemployment compensation laws, both state and federal. Industry employment and payroll information is provided quarterly for the state, the labor market areas, counties, workforce areas and cities and towns.
ESL	English as a Second Language	The use of English by speakers with a different native language.
ESOL	English for Speakers of Other Languages	The use of English by speakers with a different native language.
ETA	Employment & Training Administration (DOL)	Administers federal government job training and worker dislocation programs, federal grants to states for public employment service programs, and unemployment insurance benefits. These services are primarily provided through state and local workforce development systems.
FEDES	Federal Employment Data Exchange System	A pilot initiative that provides information on federal employment to participating states to help them meet their reporting requirements.
FEIN	Federal Employer Identification Number	Identification number assigned to business and private entities by the Internal Revenue Service for the reporting of tax-related income and expenses.
FLC	Foreign Labor Certification	Certification by the Secretary of Labor that allows certain foreign workers to obtain a visa for entrance into the US in order to engage in permanent/temporary employment..
FMLA	Family and Medical Leave Act	Federal Law allowing eligible employee up to a total of 12 work weeks of unpaid leave during any 12-month period for medical leave or taking care of family.
FPIG	Federal Poverty Income Guidelines	Federal poverty measure updated each year by the Census Bureau and commonly referenced when determining income eligibility for numerous state and federal benefit programs.

FSR	Financial Status Report	Summary of expenditure activity over a specified time period.
FUTA	Federal Unemployment Taxes Act	Authorizes the Internal Revenue Service to collect a federal employer tax used to fund state workforce agencies.
GDP	Gross Domestic Product	Measurement of the total production and consumption of goods and services in the U.S.
GED/HiSET	General Equivalency Diploma/High School Equivalency Test(s)	Instructional program which provides the opportunity to earn a high school equivalency diploma. Achievement is measured via the five General Educational Development Tests./Effective in 2014 HiSET replaces the GED.
H-1B	Form Name	Non-immigrant visa classification that allows foreign workers to come to the United States to perform temporary, time-limited specialty occupations that require theoretical or technical expertise
H-2A	Form Name	Non-immigrant visa classification that allows foreign workers to come to the United States to perform agricultural labor or services of a temporary or seasonal nature.
H-2B	Form Name	Non-immigrant visa classification that allows foreign workers to come to the United States to perform temporary, time-limited non-agricultural work.
HIPAA	Health Insurance Portability and Accountability Act	Protection of confidentiality and security of health data through setting and enforcing standards.
HITG	Hiring Incentive Training Grant	A Workforce Training Fund Program that provides training grants of \$5,000 per hire and up to \$75,000 per calendar year per MA businesses- assists in paying training costs for newly hired employees (must be MA Resident) who have been unemployed for 6 months (there is a waiver from waiting for veterans.)

HMO	Health Maintenance Organization	Type of managed care organization (MCO) that provides health care coverage.
HRD	Human Resources Department (state)	Department with overall human resources responsibility for state employees.
HRIS	Human Resources Information System	Online information system for hiring and updating employee information.
ISO	International Organization for Standardization	Responsible for the ISO 9000, ISO 14000, ISO 27000, ISO 22000 and other international management standards.
ITA	Individual Training Account	A voucher that allows qualified and eligible residents of the Commonwealth to be serviced by Massachusetts Career Centers.
IVRS	Interactive Voice Response System	Telephone-based system which provides information and transactions for recipient of Unemployment Insurance benefits and Massachusetts Employers.
JAWS	Job Access with Speech	Assistive software for the visually-impaired.
JLMC	Joint-Labor Management Commission	Mediation and conciliation for collective bargaining/DLR- Mediation and conciliation for collective bargaining
JTF	Joint Enforcement Task Force	EOLWD- Coordinating the efforts of multiple state agencies to stamp out fraudulent employment activities and level the playing field in order to increase fair business competition.

JVS	Job Vacancy Survey	An ongoing semi-annual survey that began in the 4th quarter of 2002. A random sample of 10,000 Massachusetts employers are surveyed each round.
LAUS	Local Area Unemployment Statistics	Data of monthly and annual employment, unemployment, and labor force data for Census regions and divisions, states, counties, metropolitan areas, and many cities, by place of residence.
LEP	Less English Proficient	Term for customers who are less than or not proficient in English.
LLSIL	Lower Living Standard Income Level	Income guidelines for use in determining economically disadvantaged/low income status for eligibility under the Workforce Investment Act and other programs.
LMI	Labor Market Information	Reports and data on employment levels, unemployment rates, wages and earnings, employment projections, jobs, training resources and careers.
LTD	Long-Term Disability	Insurance that employees can purchase for long-term disability coverage.
LVERs	Local Veterans Employment Representatives	Career Center staff who provide programs and services for veterans in the local Employment Offices, assisting veterans with employment and training needs, offering them case management and counseling services , and conducting workshops on topics such as Resumes/Cover Letters, Job Search and Internet.
LWIB	Local Workforce Investment Board	Employment and training advisory boards organized by geographic region.
M.G.L.	Massachusetts General Laws	Codification of many of the statutes of the Commonwealth of Massachusetts.

MassCIS	Massachusetts Career Information System	Internet-based interactive software system that provides occupational, labor market, and educational information to help Bay Staters make better-informed career and educational choices.
MCAD	Massachusetts Commission Against Discrimination	Agency that processes discrimination complaints and protects civil rights of Massachusetts residents.
MCDHH	Massachusetts Commission for the Deaf and Hard of Hearing	Principal agency in the Commonwealth serving people of all ages who are deaf and hard of hearing.
MEFA	Massachusetts Education Finance Authority	Non-profit, self-financing state authority that provides financial assistance to make college more accessible and affordable.
MERLOT	Massachusetts Employer Relations Learning Opportunity Team	Group of representatives from Career Centers and other statewide programs which develops policy recommendations for staff working with employers.
MLE	MOSES Local Experts	People designated by each Career Center as the technical experts in MOSES.
MOBD	Massachusetts Office of Business Development	EOHED- Strengthen the economy and increase job growth throughout Massachusetts
MOSES	Massachusetts One-Stop Employment System	Database shared by all Career Centers and other operators of employment and training programs.
MRC	Massachusetts Rehabilitation Commission	Principal agency that promotes equality, empowerment and productive independence for individuals with disabilities.

MSFW	Migrant Seasonal Farm Worker	Migrant workers who perform some type of agricultural work; because of the short-term, weather-driven nature of agricultural employment, more of these workers have entered into other longer-term and higher-wage employment. Migrant and Seasonal Farmworker Program provides assistance to migrant and seasonal farmworkers seeking to obtain work and to employers seeking workers in agricultural and non-agricultural employment.
MWIB	Massachusetts Workforce Investment Board	EOLWD- Advising the Governor on building a strong workforce development system aligned with state education policies and economic development goals. See WIB(s) (Workforce Investment Boards).
MWPA	Massachusetts Workforce Professionals Assoc	Members are WIOA Title I fiscal agents and the Directors of Massachusetts' 33 One-Stop Career Centers
NAGE	National Association of Government Employees	Union established to protect the rights of bargaining unit employees.
NAICS	North American Industry Classification System	Classification system that codifies industries. Maintained by US Census Bureau, used by Canada, Mexico, and the United States. Replaces the SIC (Standard Industrial Classification).
NASWA	National Association of State Workforce Agencies	Non-profit organization established for the sharing of information and best practices related to workforce development.
NBER	National Bureau of Economic Research	A "private, nonprofit research organization" dedicated to studying the science and empirics of economics, especially the American economy.
NDWG	National Dislocated Worker Grant	Federal program providing training to specified workers from companies that closed. (formerly NEG; National Emergency Grant)

NECTA	New England City and Town Areas	A geographic and statistical entity defined by the U. S. Office of Management and Budget, for use in describing aspects of the New England region of the United States.
O*NET	Occupational Network	A database of occupational requirements and worker attributes. It describes occupations in terms of the skills and knowledge required, how the work is performed, and typical work settings. O*NET was developed by the U.S. DOL.
OJT	On-the-Job-Training Grant	Federally-funded program that supplements on the job training costs of new hires
OSCC	One-Stop Career Center	Federally-funded program that provides job search and training assistance to local residents at varied locations.
OSD	Operational Services Division	The Operational Services Division (OSD) is an oversight agency of the Commonwealth within the Executive Office for Administration and Finance. OSD is comprised of several units which administer a broad range of activities.
PayInfo	Payment Information	Electronic pay advice for state employees; available on line 24 hours a day/seven days a week.
PIC	Private Industry Council	A business-led organization representing the 16 member regional workforce boards employers, representatives of labor, higher education, business and industry associations, economic development and workforce organizations, which provides leadership in workforce development in each region across the Commonwealth.
PIN	Personal Identification Number	Four number code selected by an unemployment benefit recipient used to access secure online or telephone-based information services and transactions.
PLM	Product Life Cycle Management	The process of managing the entire lifecycle of a product from inception, through engineering design and manufacture, to service and disposal of manufactured products.

POS	Priority-of-Service	Priority of service means that a covered person, (Veteran or Eligible Spouse), will receive access to the full array of Career Center services "instead of" or "before" non-covered persons. Basically, it is "head of the Line" privileges.
PPI	Producer Price Index	A family of indexes that measures the average change over time in selling prices received by domestic producers of goods and services. PPIs measure price change from the perspective of the seller. This contrast with other measures, such as the Consumer Price Index (CPI), that measure price changes from the purchaser's perspective.
QUEST	Quality UnEmployment System Transformation	DUA Legacy Replacement Project.
RESEA	Reemployment Services Eligibility Assessment Program	Funded by the US DOL to help UI claimants return to work faster. Claimants are randomly selected to participate in the RESEA Program.
REB	Regional Employment Board	A business-led organization representing the 16 member regional workforce boards employers, representatives of labor, higher education, business and industry associations, economic development and workforce organizations, which provides leadership in workforce development in each region across the Commonwealth.
RES	ReEmployment Services Program	An initiative designed to provide intensive career center services to UI Claimants.
ROI	Return on Investment	A performance measure used to evaluate the efficiency of an investment or to compare the efficiency of a number of different investments.
RR	Rapid Response	Federally funded program that provides support to companies in transition.
SAVE	Systematic Alien Verification for Entitlements	This program enables Federal, state, and local government agencies and licensing bureaus to obtain immigration status information they need in order to determine a non-citizen applicant's eligibility for many public benefits.

SBA/SBDC	Small Business Administration/SBDC	Independent agency of the federal government established to aid, counsel, assist and protect the interests of small business concerns, to preserve free competitive enterprise and to maintain and strengthen the overall economy of our nation./provide a vast array of technical assistance to small businesses and aspiring entrepreneurs.
Section 30	Training Opportunities Program	A program for unemployed Massachusetts workers who need job training to find another job. The program allows workers taking part in a Section 30 approved job training program to collect unemployment benefits without having to look for work. It also gives workers extended benefits if they have not completed training when their UI benefits end.
SEO	Search Engine Optimization	The process of affecting the visibility of a website or a web page in a search engine's "natural" or un-paid ("organic") search results.
SOC	Standard Occupation Classifications	System that codifies occupations; maintained by the federal DOL.
SSDI	Social Security Disability Insurance	A federal insurance program that protects workers who become totally disabled and cannot work for a year or more.
SSI	Supplemental Security Income	<u>Government program that provides stipends to low-income people who are either aged (65 or older), blind, or disabled</u>
STEM	Science, Technology, Engineering, and Mathematics	Referring to the academic disciplines of Science, Technology, English and Mathematics.
SUTA	State Unemployment Taxes Act	Authorizes employers to pay the state's unemployment taxes.

TAA/TRADE	Trade Adjustment Assistance/Trade Act	TAA is programs under the Trade Act which provide additional re-employment assistance and extended benefit payments to individuals who lose their jobs due to foreign competition.
TAARRNEG	Combination of TAA, RR, and NEG	TAA, RR, and NEG programs were transferred from CommCorp to DCS.
TAFDC	Transitional Assistance for Families with Dependent Children	Welfare assistance and training program for families with dependent children.
TANF	Temporary Assistance for Needy Families	Public assistance program for families.
TAPR	Trade Act Participant Report	Report consisting of records for Trade Act participants who have exited during a particular quarter.
TEGL	Training and Employment Guidance Letter	Used to transmit policy and operational guidance to the Workforce Investment Act state and local workforce systems. Issued by Program Year (July 1 - June 30).
TeleCert/ Webcert	Now Request for Benefits via telephone or (the Web utilizing UI Online)	Telephone-based system used by Unemployment Insurance benefit recipients to certify their eligibility on a weekly basis in order to receive a weekly benefit payment/Web based system utilizing UI Online to certify their eligibility.
Title I	WIOA Title I Grant	Funding training service for Dislocated Workers and/or Economically Disadvantaged (income below Low Income Rate set by Federal DOL).
Title I A	WIOA Title I - Adult	Economically disadvantaged person over 18 years of age.

Title I DW	WIOA Title I – Dislocated Workers	Worker who has been laid off his or her job or has gone back to work at a substantially reduced rate (underemployed).
Title I Y	WIOA Title I - Youth	Grant for persons between the ages of 14 and 24 who are economically disadvantaged or lack basic skills necessary to achieve a diploma or get a job.
Title II	WIOA Title II Grant	Adult basic education (instruction for people lacking an 8th grade education).
Title III	WIOA Title III Grant	Basic funding available to every resident of the Commonwealth. Basic labor exchange service.
TOPS (Section 30)	Training Opportunities Program	A program for unemployed Massachusetts workers who need job training to find another job. The program allows workers taking part in a Section 30 approved job training program to collect unemployment benefits without having to look for work. It also gives workers extended benefits if they have not completed training when their UI benefits end.
TORQ	Transferrable Occupational Relationship Quotient	An online tool that links occupations based on the abilities, skills and knowledge required by workers in a vast number of occupations.
TRA	Trade Readjustment Allowances	TRA is income support to individuals while they are participating in full-time, Trade-approved training.
TrainingPro	Training Provider Website	Online application connecting schools and programs providing courses to MOSES.
TTW	Ticket-to-Work	Job search assistance program for people with disabilities who are interested in going to work sponsored by Social Security Administration.

UI	Unemployment Insurance	Benefit program that provides cash assistance to individuals who are unemployed through no fault of their own and who are capable of work, available for work and engaged in an active search for work.
UI Online	Unemployment Insurance Online	DUA administers the Unemployment Insurance (UI) program which provides temporary income assistance to Massachusetts workers who are unemployed through no fault of their own and who are able to work, available for work and looking for a job. Definition
UIBPAS	Unemployment Insurance Benefit Payment Automated System	Mainframe computer system used to file claims, pay benefits, assess contributions.
UITCC	Unemployment Insurance Telephone Claims Center	DUA's Virtual Call Center with components located in Boston, Lawrence, Springfield and Brockton.
USDOE	United States Department of Education	Federal agency that governs many training programs, as well as education.
USDOL	US Department of Labor	Federal agency that governs many employment and training programs.
VETS	Veterans Employment and Training Services	A grant from the U.S. Department of Labor (USDOL) that allows the Division of Career Services (DCS) to provide Disabled Veteran's Outreach Program (DVOP) specialists and Local Veteran Employment Representatives (LVERs) at One-Stop Career Centers across the state, ensuring the provision of a full range of employment and training services to veterans.
WCAC	Workers' Compensation Advisory Council	DIA- Appointed by the Governor to monitor, oversee, and make recommendations to improve the workers' compensation system in the Commonwealth.
WCTF	Workforce Competitive Trust Fund	Three-year initiative focused on several critical industry sectors. It is designed to enable a broad range of residents—including older workers, low-wage workers, low-income individuals, disabled citizens, vulnerable youth, incumbent workers and the unemployed—to gain access to employment, education and the skills necessary to move forward along a career path

leading to economic self-sufficiency.

WDA	Workforce Development Area	Defined set of cities and towns covered by PICs/REBs/WIBs. (Formerly SDA, Service Delivery Area)
WDB(S)	Workforce Development Board(s)	A business-led organization representing the 16 member regional workforce boards employers, representatives of labor, higher education, business and industry associations, economic development and workforce organizations, which provides leadership in workforce development in each region across the Commonwealth. (Formerly WIB, Workforce Investment Board)
WIOA	Workforce Innovation Opportunities Act	Federal grant for providing worker assistance and training. (Formerly WIA, Workforce Investment Act)
WIRED	Workforce Innovation in Regional Economic Development	Federally-funded initiative that focuses on the role of talent development in driving regional economic competitiveness, increased job growth and new opportunities for American workers.
WISPR	Workforce Investment Streamlined Performance Reporting	A single comprehensive reporting system, replacing the current reporting requirements of 7 ETA programs.
WOTC	Work Opportunity Tax Credit Program.	Federal program to help individuals who qualify as members of a target group to get a job, and employers who hire qualified individuals by giving them a credit on their federal taxes.
WRIS	Wage Record Interchange System	A clearinghouse for state wage data that allows states to track the wage records of individuals who have participated in state workforce investment programs, then subsequently left the state, for performance reporting purposes.
WTFP	Workforce Training Fund Program	State program financed entirely by Massachusetts employers; provides resources to MA businesses to train current and newly hired employees. Administered thru Commonwealth Corporation (CommCorp)

Mass BIZWORKS Alphabet Soup

ABBREVIATION	TRANSLATION	NOTES
A&F	Department of Administration and Finance	Managing finance, human resources, information technology and operations functions for EOLWD.
ABCD	Action for Boston Community Development	Boston's antipoverty agency, serving more than 100,000 low-income Greater Boston residents through its city-wide network of neighborhood-based organizations. ABCD provides innovative, timely programs that promote upward mobility and a higher quality of life for people and communities.
ABE	Adult Basic Education	Typically comprises ESOL programs as well as adult education ABE for English speakers.
ACES	Achievement and Competency Enhancement System	Online performance evaluation process for managers.
AIM	Associated Industries of Massachusetts	Largest nonprofit, nonpartisan association of Massachusetts employers.
ALMIS	America's Labor Market Information System	Standardized database structure developed for the maintenance of labor market and occupational information.
ATS	Applicant Tracking System	Is a software application that enables the electronic handling of a company's recruitment needs.

BEA	Bureau of Economic Analysis	An agency of the U.S. Department of Commerce presents basic information on key issues as U.S. economic growth, regional economic development, and the Nation's position in the world economy.
BP	Base Period	Wages paid to Unemployment Insurance applicants during the "base period" are used to determine eligibility and the level of entitlement. The base period typically consists of the four most recent and completed calendar quarters as of the week of filing.
BYE	Benefit Year Expiration (date)	The date on which a claim for Unemployment Insurance benefits expires, being one year after the original filing.
C.M.R.	Code of Massachusetts Regulations	Regulations promulgated by state agencies pursuant to the Administrative Procedures Act (M.G.L. c. 30A).
CBO	Community Based Organizations	Non-profit organizations that provide assistance to the local communities for a variety of programs and services.
CCS	Career Center Seminar	Mandatory seminar on Career Center services and claimants' rights and responsibilities, for claimants who are collecting unemployment benefits.
CIP	Classification of Instructional Programs	A taxonomy of instructional program classifications and descriptions developed by the U.S. Department of Education.
CIS	Career Information System	See MassCIS (See Massachusetts Career Information System).
COBRA	Consolidated Omnibus Budget Reconciliation Act	Opportunity for a temporary extension of group health plan coverage (called continuation coverage) offered to employees and their families in certain instances where coverage under the employer-sponsored plan would otherwise end.

CommCorp	Commonwealth Corporation	Quasi-public organization focused on developing and implementing innovative workforce development programs in Massachusetts.
CORI/SORI	Criminal Offender Record Information/Sex Offender Registry Information	Record of Massachusetts criminal history, including any court arraignment on a criminal charge, no matter the final outcome of the charge/SORI a record of convictions for specified sexual offenses committed as an adult or juvenile
CPI	Consumer Price Index	An index developed by the Bureau of Labor Statistics (BLS), is also known as the "cost-of-living" index, measures the purchasing power of consumer's dollars by comparing what a sample "market basket" of goods and services costs today with what the same sample market basket cost at an earlier date.
CPS	Current Population Survey	A nationwide monthly household survey conducted by the U.S. Bureau of the Census for the Bureau of Labor Statistics, of the civilian non-institutional population provides monthly statistics on employment, unemployment and related measures.
CQI	Continuous Quality Improvement	Business management strategy aimed at embedding awareness of quality in all organizational processes.
CRM	Customer Relationship Management	All aspects of interaction that a company has with its customers.
CRUG	Crystal Reports User Group	Group of people who use Crystal Reports software to obtain ad hoc reports from MOSES data. This group provides demonstrations and tips, as well as discussions about particular reports.
DA	Dependency Allowance	Additional benefit paid to individuals receiving Unemployment Insurance benefits when they have dependent children for whom they provide main support.
DAS	Division of Apprentice Standards	DLS- Registered apprenticeship programs in Massachusetts.

DCS	Department of Career Services	EOLWD- Managing employment-related programs and services and overseeing the Commonwealth's network of One-Stop Career Centers.
DIA	Department of Industrial Accidents	EOLWD-Workers' Compensation program.
DLR	Department of Labor Relations	EOLWD- Public sector dispute resolution.
DLS	Department of Labor Standards	EOLWD- Workplace safety and health programs; wages and working conditions.
DOE	Department of Education (Massachusetts)	Agency responsible for setting educational policies and programs in Massachusetts. The USDOE is responsible for federal education and training programs.
DOL	Department of Labor	EOLWD- All labor-related programs and services in Massachusetts.
DTA	Department of Transitional Assistance	Agency whose mission is to assist low-income individuals and families to meet their basic needs, increase their incomes, and improve their quality of life. (Formerly called the Welfare Department)
DUA	Disaster Unemployment Assistance	Federal benefit program that provides assistance to those who have lost their jobs as a result of a federally declared disaster.
DUA	Department of Unemployment Assistance	EOLWD- Managing unemployment insurance programs and services in Massachusetts.

DVOPs	Disabled Veterans' Outreach Program	Federally-funded program that provides intensive services to meet the employment needs of disabled and other eligible veterans.
DVS	Department of Veterans' Services	Agency that represents the interests of veterans by establishing policy, proposing legislation, and ensuring that adequate funding for veterans' programs is included in the Governor's budget.
EAP	Employee Assistance Program	Employee benefit programs offered by many employers, typically in conjunction with a health insurance plan. EAPs are intended to help employees deal with personal problems that might adversely impact their work performance, health and well-being.
EOBR	Earned Over Benefit Rate	Acronym indicating that an unemployment benefit recipient earned too much during a given week to qualify for benefit payment.
EOLWD	Executive Office of Labor and Workforce Development	Governor's Office- Labor and workforce development policies, programs and services.
EPRS	Employee Performance Review System	Performance evaluation process for non-managers.
ERP 1	Employee Referral Program	An internal recruitment method employed by organizations to identify potential candidates from their existing employees' social networks.
ERP	Enterprise Resource Planning	A business management software usually a suite of integrated applications that a company can use to collect and interpret data.
ERR	Employment Retention Rate	Of those participants employed in the 1st quarter after the exit quarter, the number who are employed in both the 2nd and 3rd quarters after the exit quarter divided by the number of participants who exit during the quarter.

ES-202 (QCEW)	Employment and Wages	Data are derived from reports filed by all employers subject to unemployment compensation laws, both state and federal. Industry employment and payroll information is provided quarterly for the state, the labor market areas, counties, workforce areas and cities and towns.
ESL	English as a Second Language	The use of English by speakers with a different native language.
ESOL	English for Speakers of Other Languages	The use of English by speakers with a different native language.
ETA	Employment & Training Administration (DOL)	Administers federal government job training and worker dislocation programs, federal grants to states for public employment service programs, and unemployment insurance benefits. These services are primarily provided through state and local workforce development systems.
FEDES	Federal Employment Data Exchange System	A pilot initiative that provides information on federal employment to participating states to help them meet their reporting requirements.
FEIN	Federal Employer Identification Number	Identification number assigned to business and private entities by the Internal Revenue Service for the reporting of tax-related income and expenses.
FLC	Foreign Labor Certification	Certification by the Secretary of Labor that allows certain foreign workers to obtain a visa for entrance into the US in order to engage in permanent/temporary employment..
FMLA	Family and Medical Leave Act	Federal Law allowing eligible employee up to a total of 12 work weeks of unpaid leave during any 12-month period for medical leave or taking care of family.

FPIG	Federal Poverty Income Guidelines	Federal poverty measure updated each year by the Census Bureau and commonly referenced when determining income eligibility for numerous state and federal benefit programs.
FSR	Financial Status Report	Summary of expenditure activity over a specified time period.
FUTA	Federal Unemployment Taxes Act	Authorizes the Internal Revenue Service to collect a federal employer tax used to fund state workforce agencies.
GDP	Gross Domestic Product	Measurement of the total production and consumption of goods and services in the U.S.
GED/HiSET	General Equivalency Diploma/High School Equivalency Test(s)	Instructional program which provides the opportunity to earn a high school equivalency diploma. Achievement is measured via the five General Educational Development Tests./Effective in 2014 HiSET replaces the GED.
H-1B	Form Name	Non-immigrant visa classification that allows foreign workers to come to the United States to perform temporary, time-limited specialty occupations that require theoretical or technical expertise
H-2A	Form Name	Non-immigrant visa classification that allows foreign workers to come to the United States to perform agricultural labor or services of a temporary or seasonal nature.
H-2B	Form Name	Non-immigrant visa classification that allows foreign workers to come to the United States to perform temporary, time-limited non-agricultural work.
HIPAA	Health Insurance Portability and Accountability Act	Protection of confidentiality and security of health data through setting and enforcing standards.

HITG	Hiring Incentive Training Grant	A Workforce Training Fund Program that provides training grants of \$5,000 per hire and up to \$75,000 per calendar year per MA businesses- assists in paying training costs for newly hired employees (must be MA Resident) who have been unemployed for 6 months (there is a waiver from waiting for veterans.)
HMO	Health Maintenance Organization	Type of managed care organization (MCO) that provides health care coverage.
HRD	Human Resources Department (state)	Department with overall human resources responsibility for state employees.
HRIS	Human Resources Information System	Online information system for hiring and updating employee information.
ISO	International Organization for Standardization	Responsible for the ISO 9000, ISO 14000, ISO 27000, ISO 22000 and other international management standards.
ITA	Individual Training Account	A voucher that allows qualified and eligible residents of the Commonwealth to be serviced by Massachusetts Career Centers.
IVRS	Interactive Voice Response System	Telephone-based system which provides information and transactions for recipient of Unemployment Insurance benefits and Massachusetts Employers.
JAWS	Job Access with Speech	Assistive software for the visually-impaired.
JLMC	Joint-Labor Management Commission	Mediation and conciliation for collective bargaining/DLR- Mediation and conciliation for collective bargaining

JTF	Joint Enforcement Task Force	EOLWD- Coordinating the efforts of multiple state agencies to stamp out fraudulent employment activities and level the playing field in order to increase fair business competition.
JVS	Job Vacancy Survey	An ongoing semi-annual survey that began in the 4th quarter of 2002. A random sample of 10,000 Massachusetts employers are surveyed each round.
LAUS	Local Area Unemployment Statistics	Data of monthly and annual employment, unemployment, and labor force data for Census regions and divisions, states, counties, metropolitan areas, and many cities, by place of residence.
LEP	Less English Proficient	Term for customers who are less than or not proficient in English.
LLSIL	Lower Living Standard Income Level	Income guidelines for use in determining economically disadvantaged/low income status for eligibility under the Workforce Investment Act and other programs.
LMI	Labor Market Information	Reports and data on employment levels, unemployment rates, wages and earnings, employment projections, jobs, training resources and careers.
LTD	Long-Term Disability	Insurance that employees can purchase for long-term disability coverage.
LVERs	Local Veterans Employment Representatives	Career Center staff who provide programs and services for veterans in the local Employment Offices, assisting veterans with employment and training needs, offering them case management and counseling services , and conducting workshops on topics such as Resumes/Cover Letters, Job Search and Internet.
LWIB	Local Workforce Investment Board	Employment and training advisory boards organized by geographic region.

M.G.L.	Massachusetts General Laws	Codification of many of the statutes of the Commonwealth of Massachusetts.
MassCIS	Massachusetts Career Information System	Internet-based interactive software system that provides occupational, labor market, and educational information to help Bay Staters make better-informed career and educational choices.
MCAD	Massachusetts Commission Against Discrimination	Agency that processes discrimination complaints and protects civil rights of Massachusetts residents.
MCDHH	Massachusetts Commission for the Deaf and Hard of Hearing	Principal agency in the Commonwealth serving people of all ages who are deaf and hard of hearing.
MEFA	Massachusetts Education Finance Authority	Non-profit, self-financing state authority that provides financial assistance to make college more accessible and affordable.
MERLOT	Massachusetts Employer Relations Learning Opportunity Team	Group of representatives from Career Centers and other statewide programs which develops policy recommendations for staff working with employers.
MLE	MOSES Local Experts	People designated by each Career Center as the technical experts in MOSES.
MOBD	Massachusetts Office of Business Development	EOHED- Strengthen the economy and increase job growth throughout Massachusetts
MOSES	Massachusetts One-Stop Employment System	Database shared by all Career Centers and other operators of employment and training programs.

MRC	Massachusetts Rehabilitation Commission	Principal agency that promotes equality, empowerment and productive independence for individuals with disabilities.
MSFW	Migrant Seasonal Farm Worker	Migrant workers who perform some type of agricultural work; because of the short-term, weather-driven nature of agricultural employment, more of these workers have entered into other longer-term and higher-wage employment. Migrant and Seasonal Farmworker Program provides assistance to migrant and seasonal farmworkers seeking to obtain work and to employers seeking workers in agricultural and non-agricultural employment.
MWIB	Massachusetts Workforce Investment Board	EOLWD- Advising the Governor on building a strong workforce development system aligned with state education policies and economic development goals. See WIB(s) (Workforce Investment Boards).
MWPA	Massachusetts Workforce Professionals Assoc	Members are WIA Title I fiscal agents and the Directors of Massachusetts' 33 One-Stop Career Centers
NAGE	National Association of Government Employees	Union established to protect the rights of bargaining unit employees.
NAICS	North American Industry Classification System	Classification system that codifies industries. Maintained by US Census Bureau, used by Canada, Mexico, and the United States. Replaces the SIC (Standard Industrial Classification).
NASWA	National Association of State Workforce Agencies	Non-profit organization established for the sharing of information and best practices related to workforce development.
NBER	National Bureau of Economic Research	A "private, nonprofit research organization" dedicated to studying the science and empirics of economics, especially the American economy.

NDWG	National Dislocated Worker Grant	Federal program providing training to specified workers from companies that closed. (formerly NEG; National Emergency Grant)
NECTA	New England City and Town Areas	A geographic and statistical entity defined by the U. S. Office of Management and Budget, for use in describing aspects of the New England region of the United States.
O*NET	Occupational Network	A database of occupational requirements and worker attributes. It describes occupations in terms of the skills and knowledge required, how the work is performed, and typical work settings. O*NET was developed by the U.S. DOL.
OJT	On-the-Job-Training Grant	Federally-funded program that supplements on the job training costs of new hires
OSCC	One-Stop Career Center	Federally-funded program that provides job search and training assistance to local residents at varied locations.
OSD	Operational Services Division	The Operational Services Division (OSD) is an oversight agency of the Commonwealth within the Executive Office for Administration and Finance. OSD is comprised of several units which administer a broad range of activities.
PayInfo	Payment Information	Electronic pay advice for state employees; available on line 24 hours a day/seven days a week.
PIC	Private Industry Council	A business-led organization representing the 16 member regional workforce boards employers, representatives of labor, higher education, business and industry associations, economic development and workforce organizations, which provides leadership in workforce development in each region across the Commonwealth.

PIN	Personal Identification Number	Four number code selected by an unemployment benefit recipient used to access secure online or telephone-based information services and transactions.
PLM	Product Life Cycle Management	The process of managing the entire lifecycle of a product from inception, through engineering design and manufacture, to service and disposal of manufactured products.
POS	Priority-of-Service	Priority of service means that a covered person, (Veteran or Eligible Spouse), will receive access to the full array of Career Center services "instead of" or "before" non-covered persons. Basically, it is "head of the Line" privileges.
PPI	Producer Price Index	A family of indexes that measures the average change over time in selling prices received by domestic producers of goods and services. PPIs measure price change from the perspective of the seller. This contrast with other measures, such as the Consumer Price Index (CPI), that measure price changes from the purchaser's perspective.
QUEST	Quality UnEmployment System Transformation	DUA Legacy Replacement Project.
RESEA	Reemployment Services Eligibility Assessment Program	Funded by the US DOL to help UI claimants return to work faster. Claimants are randomly selected to participate in the RESEA Program.
REB	Regional Employment Board	A business-led organization representing the 16 member regional workforce boards employers, representatives of labor, higher education, business and industry associations, economic development and workforce organizations, which provides leadership in workforce development in each region across the Commonwealth.
RES	ReEmployment Services Program	An initiative designed to provide intensive career center services to UI Claimants.

ROI	Return on Investment	A performance measure used to evaluate the efficiency of an investment or to compare the efficiency of a number of different investments.
RR	Rapid Response	Federally funded program that provides support to companies in transition.
SAVE	Systematic Alien Verification for Entitlements	This program enables Federal, state, and local government agencies and licensing bureaus to obtain immigration status information they need in order to determine a non-citizen applicant's eligibility for many public benefits.
SBA/SBDC	Small Business Administration/SBDC	Independent agency of the federal government established to aid, counsel, assist and protect the interests of small business concerns, to preserve free competitive enterprise and to maintain and strengthen the overall economy of our nation./provide a vast array of technical assistance to small businesses and aspiring entrepreneurs.
Section 30	Training Opportunities Program	A program for unemployed Massachusetts workers who need job training to find another job. The program allows workers taking part in a Section 30 approved job training program to collect unemployment benefits without having to look for work. It also gives workers extended benefits if they have not completed training when their UI benefits end.
SEO	Search Engine Optimization	The process of affecting the visibility of a website or a web page in a search engine's "natural" or un-paid ("organic") search results.
SOC	Standard Occupation Classifications	System that codifies occupations; maintained by the federal DOL.

SSDI	Social Security Disability Insurance	A federal insurance program that protects workers who become totally disabled and cannot work for a year or more.
SSI	Supplemental Security Income	<u>Government program that provides stipends to low-income people who are either aged (65 or older), blind, or disabled</u>
STEM	Science, Technology, Engineering, and Mathematics	Referring to the academic disciplines of Science, Technology, English and Mathematics.
SUTA	State Unemployment Taxes Act	Authorizes employers to pay the state's unemployment taxes.
TAA/TRADE	Trade Adjustment Assistance/Trade Act	TAA is programs under the Trade Act which provide additional re-employment assistance and extended benefit payments to individuals who lose their jobs due to foreign competition.
TAARRNEG	Combination of TAA, RR, and NEG	TAA, RR, and NEG programs were transferred from CommCorp to DCS.
TAFDC	Transitional Assistance for Families with Dependent Children	Welfare assistance and training program for families with dependent children.
TANF	Temporary Assistance for Needy Families	Public assistance program for families.
TAPR	Trade Act Participant Report	Report consisting of records for Trade Act participants who have exited during a particular quarter.

TEGL	Training and Employment Guidance Letter	Used to transmit policy and operational guidance to the Workforce Investment Act state and local workforce systems. Issued by Program Year (July 1 - June 30).
TeleCert/ Webcert	Now Request for Benefits via telephone or (the Web utilizing UI Online)	Telephone-based system used by Unemployment Insurance benefit recipients to certify their eligibility on a weekly basis in order to receive a weekly benefit payment/Web based system utilizing UI Online to certify their eligibility.
Title I	WIA Title I Grant	Funding training service for Dislocated Workers and/or Economically Disadvantaged (income below Low Income Rate set by Federal DOL).
Title I A	WIA Title I - Adult	Economically disadvantaged person over 18 years of age.
Title I DW	WIA Title I – Dislocated Workers	Worker who has been laid off his or her job or has gone back to work at a substantially reduced rate (underemployed).
Title I Y	WIA Title I - Youth	Grant for persons between the ages of 14 and 24 who are economically disadvantaged or lack basic skills necessary to achieve a diploma or get a job.
Title II	WIA Title II Grant	Adult basic education (instruction for people lacking an 8th grade education).
Title III	WIA Title III Grant	Basic funding available to every resident of the Commonwealth. Basic labor exchange service.
TOPS (Section 30)	Training Opportunities Program	A program for unemployed Massachusetts workers who need job training to find another job. The program allows workers taking part in a Section 30 approved job training program to collect unemployment benefits without having to look for work. It also gives workers extended benefits if they have not completed training when their UI benefits end.

TORQ	Transferrable Occupational Relationship Quotient	An online tool that links occupations based on the abilities, skills and knowledge required by workers in a vast number of occupations.
TRA	Trade Readjustment Allowances	TRA is income support to individuals while they are participating in full-time, Trade-approved training.
TrainingPro	Training Provider Website	Online application connecting schools and programs providing courses to MOSES.
TTW	Ticket-to-Work	Job search assistance program for people with disabilities who are interested in going to work sponsored by Social Security Administration.
UI	Unemployment Insurance	Benefit program that provides cash assistance to individuals who are unemployed through no fault of their own and who are capable of work, available for work and engaged in an active search for work.
UI Online	Unemployment Insurance Online	DUA administers the Unemployment Insurance (UI) program which provides temporary income assistance to Massachusetts workers who are unemployed through no fault of their own and who are able to work, available for work and looking for a job. Definition
UIBPAS	Unemployment Insurance Benefit Payment Automated System	Mainframe computer system used to file claims, pay benefits, assess contributions.
UITCC	Unemployment Insurance Telephone Claims Center	DUA's Virtual Call Center with components located in Boston, Lawrence, Springfield and Brockton.
USDOE	United States Department of Education	Federal agency that governs many training programs, as well as education.

USDOL	US Department of Labor	Federal agency that governs many employment and training programs.
VETS	Veterans Employment and Training Services	A grant from the U.S. Department of Labor (USDOL) that allows the Division of Career Services (DCS) to provide Disabled Veteran's Outreach Program (DVOP) specialists and Local Veteran Employment Representatives (LVERs) at One-Stop Career Centers across the state, ensuring the provision of a full range of employment and training services to veterans.
WCAC	Workers' Compensation Advisory Council	DIA- Appointed by the Governor to monitor, oversee, and make recommendations to improve the workers' compensation system in the Commonwealth.
WCTF	Workforce Competitive Trust Fund	Three-year initiative focused on several critical industry sectors. It is designed to enable a broad range of residents—including older workers, low-wage workers, low-income individuals, disabled citizens, vulnerable youth, incumbent workers and the unemployed—to gain access to employment, education and the skills necessary to move forward along a career path leading to economic self-sufficiency.
WDA	Workforce Development Area	Defined set of cities and towns covered by PICs/REBs/WIBs. (Formerly SDA, Service Delivery Area)
WDB(S)	Workforce Development Board(s)	A business-led organization representing the 16 member regional workforce boards employers, representatives of labor, higher education, business and industry associations, economic development and workforce organizations, which provides leadership in workforce development in each region across the Commonwealth. (Formerly WIB, Workforce Investment Board)
WIOA	Workforce Innovation Opportunities Act	Federal grant for providing worker assistance and training. (Formerly WIA, Workforce Investment Act)

WIRED	Workforce Innovation in Regional Economic Development	Federally-funded initiative that focuses on the role of talent development in driving regional economic competitiveness, increased job growth and new opportunities for American workers.
WISPR	Workforce Investment Streamlined Performance Reporting	A single comprehensive reporting system, replacing the current reporting requirements of 7 ETA programs.
WOTC	Work Opportunity Tax Credit Program.	Federal program to help individuals who qualify as members of a target group to get a job, and employers who hire qualified individuals by giving them a credit on their federal taxes.
WRIS	Wage Record Interchange System	A clearinghouse for state wage data that allows states to track the wage records of individuals who have participated in state workforce investment programs, then subsequently left the state, for performance reporting purposes.
WTFP	Workforce Training Fund Program	State program financed entirely by Massachusetts employers; provides resources to MA businesses to train current and newly hired employees. Administered thru Commonwealth Corporation (CommCorp)

	MASS BIZWORKS ALPHABET SOUP	Updated 8/31/18
<u>ABBREVIATION</u>	<u>TRANSLATION</u>	<u>NOTES</u>
A&F	Department of Administration and Finance	Managing finance, human resources, information technology and operations functions for EOLWD.
ABCD	Action for Boston Community Development	Boston's antipoverty agency, serving more than 100,000 low-income Greater Boston residents through its city-wide network of neighborhood-based organizations. ABCD provides innovative, timely programs that promote upward mobility and a higher quality of life for people and communities.
ABE	Adult Basic Education	Typically comprises ESOL programs as well as adult education ABE for English speakers.
ACES	Achievement and Competency Enhancement System	Online performance evaluation process for managers.
AIM	Associated Industries of Massachusetts	Largest nonprofit, nonpartisan association of Massachusetts employers.
ALMIS	America's Labor Market Information System	Standardized database structure developed for the maintenance of labor market and occupational information.
ATS	Applicant Tracking System	Is a software application that enables the electronic handling of a company's recruitment needs.
BEA	Bureau of Economic Analysis	An agency of the U.S. Department of Commerce presents basic information on key issues as U.S. economic growth, regional economic development, and the Nation's position in the world economy.
BP	Base Period	Wages paid to Unemployment Insurance applicants during the "base period" are used to determine eligibility and the level of entitlement. The base period typically consists of the four most recent and completed calendar quarters as of the week of filing.
BYE	Benefit Year Expiration (date)	The date on which a claim for Unemployment Insurance benefits expires, being one year after the original filing.
C.M.R.	Code of Massachusetts Regulations	Regulations promulgated by state agencies pursuant to the Administrative Procedures Act (M.G.L. c. 30A).
CBO	Community Based Organizations	Non-profit organizations that provide assistance to the local communities for a variety of programs and services.

CCS	Career Center Seminar	Mandatory seminar on Career Center services and claimants' rights and responsibilities, for claimants who are collecting unemployment benefits.
CIP	Classification of Instructional Programs	A taxonomy of instructional program classifications and descriptions developed by the U.S. Department of Education.
CIS	Career Information System	See MassCIS (See Massachusetts Career Information System).
COBRA	Consolidated Omnibus Budget Reconciliation Act	Opportunity for a temporary extension of group health plan coverage (called continuation coverage) offered to employees and their families in certain instances where coverage under the employer-sponsored plan would otherwise end.
CommCorp	Commonwealth Corporation	Quasi-public organization focused on developing and implementing innovative workforce development programs in Massachusetts.
CORI/SORI	Criminal Offender Record Information/Sex Offender Registry Information	Record of Massachusetts criminal history, including any court arraignment on a criminal charge, no matter the final outcome of the charge/SORI a record of convictions for specified sexual offenses committed as an adult or juvenile
CPI	Consumer Price Index	An index developed by the Bureau of Labor Statistics (BLS), is also known as the "cost-of-living" index, measures the purchasing power of consumer's dollars by comparing what a sample "market basket" of goods and services costs today with what the same sample market basket cost at an earlier date.
CPS	Current Population Survey	A nationwide monthly household survey conducted by the U.S. Bureau of the Census for the Bureau of Labor Statistics, of the civilian non-institutional population provides monthly statistics on employment, unemployment and related measures.
CQI	Continuous Quality Improvement	Business management strategy aimed at embedding awareness of quality in all organizational processes.
CRM	Customer Relationship Management	All aspects of interaction that a company has with its customers.
CRUG	Crystal Reports User Group	Group of people who use Crystal Reports software to obtain ad hoc reports from MOSES data. This group provides demonstrations and tips, as well as discussions about particular reports.
DA	Dependency Allowance	Additional benefit paid to individuals receiving Unemployment Insurance benefits when they have dependent children for whom they provide main support.
DAS	Division of Apprentice Standards	DLS- Registered apprenticeship programs in

		Massachusetts.
DCS	Department of Career Services	EOLWD- Managing employment-related programs and services and overseeing the Commonwealth's network of One-Stop Career Centers.
DIA	Department of Industrial Accidents	EOLWD-Workers' Compensation program.
DLR	Department of Labor Relations	EOLWD- Public sector dispute resolution.
DLS	Department of Labor Standards	EOLWD- Workplace safety and health programs; wages and working conditions.
DOE	Department of Education (Massachusetts)	Agency responsible for setting educational policies and programs in Massachusetts. The USDOE is responsible for federal education and training programs.
DOL	Department of Labor	EOLWD- All labor-related programs and services in Massachusetts.
DTA	Department of Transitional Assistance	Agency whose mission is to assist low-income individuals and families to meet their basic needs, increase their incomes, and improve their quality of life. (Formerly called the Welfare Department)
DUA	Disaster Unemployment Assistance	Federal benefit program that provides assistance to those who have lost their jobs as a result of a federally declared disaster.
DUA	Department of Unemployment Assistance	EOLWD- Managing unemployment insurance programs and services in Massachusetts.
DVOPs	Disabled Veterans' Outreach Program	Federally-funded program that provides intensive services to meet the employment needs of disabled and other eligible veterans.
DVS	Department of Veterans' Services	Agency that represents the interests of veterans by establishing policy, proposing legislation, and ensuring that adequate funding for veterans' programs is included in the Governor's budget.
EAP	Employee Assistance Program	Employee benefit programs offered by many employers, typically in conjunction with a health insurance plan. EAPs are intended to help employees deal with personal problems that might adversely impact their work performance, health and well-being.
EACC	Economic Assistance Coordinating Council	Massachusetts Office of Business Development council that establishes regulations, policies and procedures to administer the Economic Development Improvement Program
EDIP	Economic Development Incentive Program	A Massachusetts Office of Business Development, tax incentive program designed to foster job creation and stimulate business growth throughout the Commonwealth. Participating companies may receive state and local tax incentives in exchange for job commitments and private investment commitments
EOBR	Earned Over Benefit Rate	Acronym indicating that an unemployment

		benefit recipient earned too much during a given week to qualify for benefit payment.
EOLWD	Executive Office of Labor and Workforce Development	Governor's Office- Labor and workforce development policies, programs and services.
EPRS	Employee Performance Review System	Performance evaluation process for non-managers.
ERP 1	Employee Referral Program	An internal recruitment method employed by organizations to identify potential candidates from their existing employees' social networks.
ERP	Enterprise Resource Planning	A business management software usually a suite of integrated applications that a company can use to collect and interpret data.
ERR	Employment Retention Rate	Of those participants employed in the 1st quarter after the exit quarter, the number who are employed in both the 2nd and 3rd quarters after the exit quarter divided by the number pf participants who exit during the quarter.
ES-202 (QCEW)	Employment and Wages	Data are derived from reports filed by all employers subject to unemployment compensation laws, both state and federal. Industry employment and payroll information is provided quarterly for the state, the labor market areas, counties, workforce areas and cities and towns.
ESL	English as a Second Language	The use of English by speakers with a different native language.
ESOL	English for Speakers of Other Languages	The use of English by speakers with a different native language.
ETA	Employment & Training Administration (DOL)	Administers federal government job training and worker dislocation programs, federal grants to states for public employment service programs, and unemployment insurance benefits. These services are primarily provided through state and local workforce development systems.
	Executive Office of Technology Services & Security	Provides secure and quality digital information, services, and tools to customers and constituents when and where they need them.
FEDES	Federal Employment Data Exchange System	A pilot initiative that provides information on federal employment to participating states to help them meet their reporting requirements.
FEIN	Federal Employer Identification Number	Identification number assigned to business and private entities by the Internal Revenue Service for the reporting of tax-related income and expenses.
FLC	Foreign Labor Certification	Certification by the Secretary of Labor that allows certain foreign workers to obtain a visa for entrance into the US in order to engage in permanent/temporary employment..

FMLA	Family and Medical Leave Act	Federal Law allowing eligible employee up to a total of 12 work weeks of unpaid leave during any 12-month period for medical leave or taking care of family.
FPIG	Federal Poverty Income Guidelines	Federal poverty measure updated each year by the Census Bureau and commonly referenced when determining income eligibility for numerous state and federal benefit programs.
FSR	Financial Status Report	Summary of expenditure activity over a specified time period.
FUTA	Federal Unemployment Taxes Act	Authorizes the Internal Revenue Service to collect a federal employer tax used to fund state workforce agencies.
GDP	Gross Domestic Product	Measurement of the total production and consumption of goods and services in the U.S.
GED/HiSET	General Equivalency Diploma/High School Equivalency Test(s)	Instructional program which provides the opportunity to earn a high school equivalency diploma. Achievement is measured via the five General Educational Development Tests./Effective in 2014 HiSET replaces the GED.
H-1B	Form Name	Non-immigrant visa classification that allows foreign workers to come to the United States to perform temporary, time-limited specialty occupations that require theoretical or technical expertise
H-2A	Form Name	Non-immigrant visa classification that allows foreign workers to come to the United States to perform agricultural labor or services of a temporary or seasonal nature.
H-2B	Form Name	Non-immigrant visa classification that allows foreign workers to come to the United States to perform temporary, time-limited non-agricultural work.
HIPAA	Health Insurance Portability and Accountability Act	Protection of confidentiality and security of health data through setting and enforcing standards.
HITG	Hiring Incentive Training Grant	A Workforce Training Fund Program that provides training grants of \$5,000 per hire and up to \$75,000 per calendar year per MA businesses- assists in paying training costs for newly hired employees (must be MA Resident) who have been unemployed for 6 months (there is a waiver from waiting for veterans.)
HMO	Health Maintenance Organization	Type of managed care organization (MCO) that provides health care coverage.
HRD	Human Resources Department (state)	Department with overall human resources responsibility for state employees.
HRIS	Human Resources Information System	Online information system for hiring and updating employee information.

ISO	International Organization for Standardization	Responsible for the <i>ISO 9000</i> , <i>ISO 14000</i> , <i>ISO 27000</i> , <i>ISO 22000</i> and other international management standards.
ITA	Individual Training Account	A voucher that allows qualified and eligible residents of the Commonwealth to be serviced by Massachusetts Career Centers.
IVRS	Interactive Voice Response System	Telephone-based system which provides information and transactions for recipient of Unemployment Insurance benefits and Massachusetts Employers.
JAWS	Job Access with Speech	Assistive software for the visually-impaired.
JDT	Job Driven Trainings	An MRC partnership with employers to create job-driven training programs to train and employ MRC consumers. These programs provide consumers with the skills and experience to develop a career path
JLMC	Joint-Labor Management Commission	Mediation and conciliation for collective bargaining/DLR- Mediation and conciliation for collective bargaining
JTF	Joint Enforcement Task Force	EOLWD- Coordinating the efforts of multiple state agencies to stamp out fraudulent employment activities and level the playing field in order to increase fair business competition.
JVS	Job Vacancy Survey	An ongoing semi-annual survey that began in the 4th quarter of 2002. A random sample of 10,000 Massachusetts employers are surveyed each round.
LAUS	Local Area Unemployment Statistics	Data of monthly and annual employment, unemployment, and labor force data for Census regions and divisions, states, counties, metropolitan areas, and many cities, by place of residence.
LEP	Less English Proficient	Term for customers who are less than or not proficient in English.
LLSIL	Lower Living Standard Income Level	Income guidelines for use in determining economically disadvantaged/low income status for eligibility under the Workforce Investment Act and other programs.
LMI	Labor Market Information	Reports and data on employment levels, unemployment rates, wages and earnings, employment projections, jobs, training resources and careers.
LTD	Long-Term Disability	Insurance that employees can purchase for long-term disability coverage.
LVERs	Local Veterans Employment Representatives	Career Center staff who provide programs and services for veterans in the local Employment Offices, assisting veterans with employment and training needs, offering them case management and counseling services , and conducting

		workshops on topics such as Resumes/Cover Letters, Job Search and Internet.
LWIB	Local Workforce Investment Board	Employment and training advisory boards organized by geographic region.
M.G.L.	Massachusetts General Laws	Codification of many of the statutes of the Commonwealth of Massachusetts.
MassCIS	Massachusetts Career Information System	Internet-based interactive software system that provides occupational, labor market, and educational information to help Bay Staters make better-informed career and educational choices.
MCAD	Massachusetts Commission Against Discrimination	Agency that processes discrimination complaints and protects civil rights of Massachusetts residents.
MCDHH	Massachusetts Commission for the Deaf and Hard of Hearing	Principal agency in the Commonwealth serving people of all ages who are deaf and hard of hearing.
MEFA	Massachusetts Education Finance Authority	Non-profit, self-financing state authority that provides financial assistance to make college more accessible and affordable.
MERLOT	Massachusetts Employer Relations Learning Opportunity Team	Group of representatives from Career Centers and other statewide programs which develops policy recommendations for staff working with employers.
MLE	MOSES Local Experts	People designated by each Career Center as the technical experts in MOSES.
MOBD	Massachusetts Office of Business Development	EOHED- Strengthen the economy and increase job growth throughout Massachusetts
MOSES	Massachusetts One-Stop Employment System	Database shared by all Career Centers and other operators of employment and training programs.
MRC	Massachusetts Rehabilitation Commission	Principal agency that promotes equality, empowerment and productive independence for individuals with disabilities.
MSFW	Migrant Seasonal Farm Worker	Migrant workers who perform some type of agricultural work; because of the short-term, weather-driven nature of agricultural employment, more of these workers have entered into other longer-term and higher-wage employment. Migrant and Seasonal Farmworker Program provides assistance to migrant and seasonal farmworkers seeking to obtain work and to employers seeking workers in agricultural and non-agricultural employment.
MWIB	Massachusetts Workforce Investment Board	EOLWD- Advising the Governor on building a strong workforce development system aligned with state education policies and economic development goals. See WIB(s) (Workforce

		Investment Boards).
MWPA	Massachusetts Workforce Professionals Assoc	Members are WIA Title I fiscal agents and the Directors of Massachusetts' 33 One-Stop Career Centers
NAGE	National Association of Government Employees	Union established to protect the rights of bargaining unit employees.
NAICS	North American Industry Classification System	Classification system that codifies industries. Maintained by US Census Bureau, used by Canada, Mexico, and the United States. Replaces the SIC (Standard Industrial Classification).
NASWA	National Association of State Workforce Agencies	Non-profit organization established for the sharing of information and best practices related to workforce development.
NBER	National Bureau of Economic Research	A "private, nonprofit research organization" dedicated to studying the science and empirics of economics, especially the American economy.
NDWG	National Dislocated Worker Grant	Federal program providing training to specified workers from companies that closed. (formerly NEG; National Emergency Grant)
NECTA	New England City and Town Areas	A geographic and statistical entity defined by the U. S. Office of Management and Budget, for use in describing aspects of the New England region of the United States.
O*NET	Occupational Network	A database of occupational requirements and worker attributes. It describes occupations in terms of the skills and knowledge required, how the work is performed, and typical work settings. O*NET was developed by the U.S. DOL.
OJT	On-the-Job-Training Grant	Federally-funded program that supplements on the job training costs of new hires
OSCC	One-Stop Career Center	Federally-funded program that provides job search and training assistance to local residents at varied locations.
OSD	Operational Services Division	The Operational Services Division (OSD) is an oversight agency of the Commonwealth within the Executive Office for Administration and Finance. OSD is comprised of several units which administer a broad range of activities.
PayInfo	Payment Information	Electronic pay advice for state employees; available on line 24 hours a day/seven days a week.
PIC	Private Industry Council	A business-led organization representing the 16 member regional workforce boards employers, representatives of labor, higher education, business and industry associations, economic development and workforce organizations, which provides leadership in workforce development in

		each region across the Commonwealth.
PIN	Personal Identification Number	Four number code selected by an unemployment benefit recipient used to access secure online or telephone-based information services and transactions.
PLM	Product Life Cycle Management	The process of managing the entire lifecycle of a product from inception, through engineering design and manufacture, to service and disposal of manufactured products.
POS	Priority-of-Service	Priority of service means that a covered person, (Veteran or Eligible Spouse), will receive access to the full array of Career Center services "instead of" or "before" non-covered persons. Basically, it is "head of the Line" privileges.
PPI	Producer Price Index	A family of indexes that measures the average change over time in selling prices received by domestic producers of goods and services. PPIs measure price change from the perspective of the seller. This contrast with other measures, such as the Consumer Price Index (CPI), that measure price changes from the purchaser's perspective.
QUEST	Quality UnEmployment System Transformation	DUA Legacy Replacement Project.
REA	Reemployment and Eligibility Assessment Program	Funded by the US DOL to help UI claimants return to work faster. Claimants are randomly selected to participate in the REA Program.
REB	Regional Employment Board	A business-led organization representing the 16 member regional workforce boards employers, representatives of labor, higher education, business and industry associations, economic development and workforce organizations, which provides leadership in workforce development in each region across the Commonwealth.
RES	ReEmployment Services Program	An initiative designed to provide intensive career center services to UI Claimants.
ROI	Return on Investment	A performance measure used to evaluate the efficiency of an investment or to compare the efficiency of a number of different investments.
RR	Rapid Response	Federally funded program that provides support to companies in transition.
SAVE	Systematic Alien Verification for Entitlements	This program enables Federal, state, and local government agencies and licensing bureaus to obtain immigration status information they need in order to determine a non-citizen applicant's eligibility for many public benefits.

SBA/SBDC	Small Business Administration/SBDC	Independent agency of the federal government established to aid, counsel, assist and protect the interests of small business concerns, to preserve free competitive enterprise and to maintain and strengthen the overall economy of our nation./provide a vast array of technical assistance to small businesses and aspiring entrepreneurs.
Section 30	Training Opportunities Program	A program for unemployed Massachusetts workers who need job training to find another job. The program allows workers taking part in a Section 30 approved job training program to collect unemployment benefits without having to look for work. It also gives workers extended benefits if they have not completed training when their UI benefits end.
SEO	Search Engine Optimization	The process of affecting the visibility of a website or a web page in a search engine's "natural" or un-paid ("organic") search results.
SOC	Standard Occupation Classifications	System that codifies occupations; maintained by the federal DOL.
SSDI	Social Security Disability Insurance	A federal insurance program that protects workers who become totally disabled and cannot work for a year or more.
SSI	Supplemental Security Income	Government program that provides stipends to low-income people who are either aged (65 or older), blind, or disabled
STEM	Science, Technology, Engineering, and Mathematics	Referring to the academic disciplines of Science, Technology, English and Mathematics.
SUTA	State Unemployment Taxes Act	Authorizes employers to pay the state's unemployment taxes.
TAA/TRADE	Trade Adjustment Assistance/Trade Act	TAA is programs under the Trade Act which provide additional re-employment assistance and extended benefit payments to individuals who lose their jobs due to foreign competition.
TAARRNEG	Combination of TAA, RR, and NEG	TAA, RR, and NEG programs were transferred from CommCorp to DCS.
TAFDC	Transitional Assistance for Families with Dependent Children	Welfare assistance and training program for families with dependent children.
TANF	Temporary Assistance for Needy Families	Public assistance program for families.
TAPR	Trade Act Participant Report	Report consisting of records for Trade Act participants who have exited during a particular quarter.
TEGL	Training and Employment Guidance Letter	Used to transmit policy and operational guidance to the Workforce Investment Act state and local workforce systems. Issued by Program Year (July 1 - June 30).

TeleCert/ Webcert	Now Request for Benefits via telephone or (the Web utilizing UI Online)	Telephone-based system used by Unemployment Insurance benefit recipients to certify their eligibility on a weekly basis in order to receive a weekly benefit payment/Web based system utilizing UI Online to certify their eligibility.
Title I	WIA Title I Grant	Funding training service for Dislocated Workers and/or Economically Disadvantaged (income below Low Income Rate set by Federal DOL).
Title I A	WIA Title I - Adult	Economically disadvantaged person over 18 years of age.
Title I DW	WIA Title I – Dislocated Workers	Worker who has been laid off his or her job or has gone back to work at a substantially reduced rate (underemployed).
Title I Y	WIA Title I - Youth	Grant for persons between the ages of 14 and 22 who are economically disadvantaged or lack basic skills necessary to achieve a diploma or get a job.
Title II	WIA Title II Grant	Adult basic education (instruction for people lacking an 8th grade education).
Title III	WIA Title III Grant	Basic funding available to every resident of the Commonwealth. Basic labor exchange service.
TOPS (Section 30)	Training Opportunities Program	A program for unemployed Massachusetts workers who need job training to find another job. The program allows workers taking part in a Section 30 approved job training program to collect unemployment benefits without having to look for work. It also gives workers extended benefits if they have not completed training when their UI benefits end.
TORQ	Transferrable Occupational Relationship Quotient	An online tool that links occupations based on the abilities, skills and knowledge required by workers in a vast number of occupations.
TRA	Trade Readjustment Allowances	TRA is income support to individuals while they are participating in full-time, Trade-approved training.
TrainingPro	Training Provider Website	Online application connecting schools and programs providing courses to MOSES.
TTW	Ticket-to-Work	Job search assistance program for people with disabilities who are interested in going to work sponsored by Social Security Administration.
UI	Unemployment Insurance	Benefit program that provides cash assistance to individuals who are unemployed through no fault of their own and who are capable of work, available for work and engaged in an active search for work.
UI Online	Unemployment Insurance Online	DUA administers the Unemployment Insurance (UI) program which provides temporary income assistance to Massachusetts workers who are unemployed through no fault of their own and who are able to work, available for work and

		looking for a job. Definition
UIBPAS	Unemployment Insurance Benefit Payment Automated System	Mainframe computer system used to file claims, pay benefits, assess contributions.
UITCC	Unemployment Insurance Telephone Claims Center	DUA's Virtual Call Center with components located in Boston, Lawrence, Springfield and Brockton.
USDOE	United States Department of Education	Federal agency that governs many training programs, as well as education.
USDOL	US Department of Labor	Federal agency that governs many employment and training programs.
VETS	Veterans Employment and Training Services	A grant from the U.S. Department of Labor (USDOL) that allows the Division of Career Services (DCS) to provide Disabled Veteran's Outreach Program (DVOP) specialists and Local Veteran Employment Representatives (LVERs) at One-Stop Career Centers across the state, ensuring the provision of a full range of employment and training services to veterans.
WCAC	Workers' Compensation Advisory Council	DIA- Appointed by the Governor to monitor, oversee, and make recommendations to improve the workers' compensation system in the Commonwealth.
WCTF	Workforce Competitive Trust Fund	Three-year initiative focused on several critical industry sectors. It is designed to enable a broad range of residents—including older workers, low-wage workers, low-income individuals, disabled citizens, vulnerable youth, incumbent workers and the unemployed—to gain access to employment, education and the skills necessary to move forward along a career path leading to economic self-sufficiency.
WDA	Workforce Development Area	Defined set of cities and towns covered by PICs/REBs/WIBs. (Formerly SDA, Service Delivery Area)
WDB(S)	Workforce Development Board(s)	A business-led organization representing the 16 member regional workforce boards employers, representatives of labor, higher education, business and industry associations, economic development and workforce organizations, which provides leadership in workforce development in each region across the Commonwealth. (Formerly WIB, Workforce Investment Board)
WIOA	Workforce Innovation Opportunities Act	Federal grant for providing worker assistance and training. (Formerly WIA, Workforce Investment Act)

WIRED	Workforce Innovation in Regional Economic Development	Federally-funded initiative that focuses on the role of talent development in driving regional economic competitiveness, increased job growth and new opportunities for American workers.
WISPR	Workforce Investment Streamlined Performance Reporting	A single comprehensive reporting system, replacing the current reporting requirements of 7 ETA programs.
WOTC	Work Opportunity Tax Credit Program.	Federal program to help individuals who qualify as members of a target group to get a job, and employers who hire qualified individuals by giving them a credit on their federal taxes.
WRIS	Wage Record Interchange System	A clearinghouse for state wage data that allows states to track the wage records of individuals who have participated in state workforce investment programs, then subsequently left the state, for performance reporting purposes.
WTFP	Workforce Training Fund Program	State program financed entirely by Massachusetts employers; provides resources to MA businesses to train current and newly hired employees. Administered thru Commonwealth Corporation (CommCorp)